



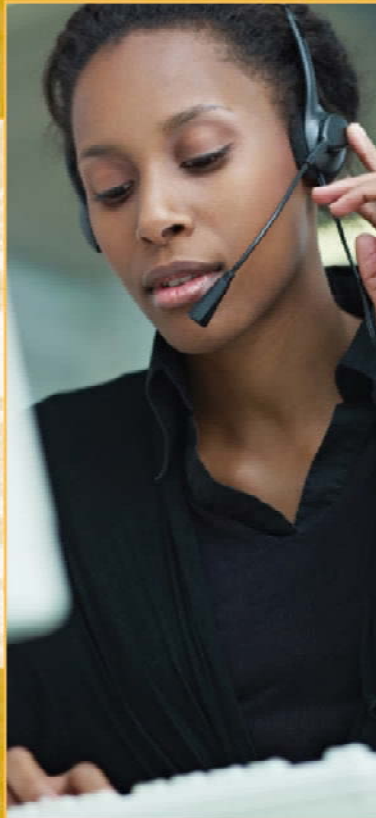
STATE OF MARYLAND

DLLR

DEPARTMENT OF LABOR, LICENSING AND REGULATION

DIVISION OF WORKFORCE DEVELOPMENT

AND ADULT LEARNING



WORKFORCE INVESTMENT ACT
TITLE 1-B PROGRAM YEAR 2010

ANNUAL REPORT

MARYLAND ANNUAL REPORT

Workforce Investment Act Title I-B Program Year 2010

State: *Maryland*

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Authorized Official: *Paulette Francois*
Assistant Secretary
Department of Labor, Licensing and
Regulation
Division of Workforce Development
and Adult Learning



Mission Statement

To advance Maryland's economic growth through integrated and comprehensive workforce development and adult learning systems that are responsive to the needs of job seekers, businesses, and all system partners.



On behalf of Governor Martin O'Malley, it is my pleasure to present the 2010 Workforce Investment Act (WIA) Annual Report. This publication illustrates our successful job training activities for the year and details required financial and performance information for the reporting period of July 1, 2010 through June 30, 2011.

Maryland proudly embraces a collaborative approach in implementing the Workforce Investment Act, and this Annual Report is the product of the shared work and vision of our many partners and staff members. Over this past year, the Department of Labor, Licensing and Regulation (DLLR) has formed a joint venture with other state agencies, local governments and the private sector to ensure that every Marylander capitalizes on their full potential and participates successfully in the workforce. Governor O'Malley recognizes that our most valuable natural resource is our well-educated and highly-skilled human capital, and DLLR is leading the effort to ensure Maryland's workforce will continue to be innovative and strong.

The Governor's Workforce Investment Board is the Governor's chief policy-making body for workforce development. In PY 2010, this business-led, 45-member board developed policies and strategies to form a coordinated workforce system from a variety of educational as well as employment and training programs, including: further developing and encouraging the Skills2Compete Maryland initiative and serving as the advisory board once the motion for its implementation passed and was endorsed by Governor O'Malley; supporting the Veterans Priority of Service policy, in response to the *Jobs for Veterans Act*, to ensure that Maryland's veterans (and eligible spouses) are given a priority to receive certain workforce services; and becoming the epicenter of Cyber Security in the nation.

Local Workforce Investment Boards guide Maryland's twelve workforce investment areas. Using a demand-driven model, the workforce investment system provides services fundamental to Maryland's economic stability and growth. The system is uniquely aligned with the state's economic and educational goals, which enable employers to better access the human resources they need to be successful. In PY 2010, over 503,000 One Stop Career Center visitors received job seeker services, translating to roughly 42,000 customers a month or 3,000 visitors per WIA area. Each One Stop Career Center caters to its unique county or workforce investment area.

As we look to the future, we must respond to the challenges we face. The national economic downturn makes it more important than ever that we equip every Marylander with the tools necessary to thrive in the 21st century workforce. We must build on the progress we've made. By communicating and collaborating across all state agencies which have an investment in workforce development, supporting workforce training programs, creating strategic partnerships with the business community, strengthening adult and correctional education programs, increasing and expanding opportunity for veterans and developing innovative strategies that engage populations with significant barriers, we are positioning our state to recover more quickly, more sustainably and more permanently than most other states.

Thank you for reading this report and for your interest in growing Maryland's New Economy workforce.

Most Sincerely,

Alexander M. Sanchez

Secretary, Maryland Department of Labor, Licensing and Regulation

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1 Overview of Maryland's Workforce Development and Adult Learning Systems

1.1 General Information

The *Division of Workforce Development and Adult Learning (DWDAL)* oversees the State's workforce programs and is charged with ensuring employers have the skilled workforce they need to be competitive as well as helping Marylanders access employment and training resources and services. Adult education, literacy, and correctional education programs in conjunction with the workforce development programs ensure a comprehensive and collaborative system of workforce creation. The One Stop System, comprised of a partnership between the thirty-four (34) One Stop Career Centers and the twelve (12) Workforce Investment Boards, serves as the primary vehicle for both adults and dislocated workers to access core, intensive, and training services. DWDAL maintains and develops Maryland's dynamic workforce by training, assisting in job searches, reporting the needs and demands of the labor market, and assisting with connecting businesses with employees. Adult Education and Literacy Services (AELS) provide leadership for the establishment of adult education goals, oversight for implementation of the federal Adult Education State Plan, and administration of the statewide GED testing program with twenty (20) testing sites and thirty-one (31) Adult Education Program locations throughout the State. Correctional Education (CE), in collaboration with their partners, provides academic, special education, occupational, ESOL, college, library, and transitional programs for approximately 3,000 students per day. The CE program seeks to provide incarcerated individuals with high quality services that facilitate successful reentry into our communities. Marylanders can seamlessly access a broad array of educational, job training, and career services, providing them with enhanced opportunities to become self-sufficient and improve their lives.

1.2 Workforce

1.2.1 Office of Workforce Development (OWD) – Program Overview

The Office of Workforce Development oversees the state partnership with the network of One Stop Career Centers located across the State. These thirty-four (34) Centers provide comprehensive services to both job seekers and businesses. A wide range of adult and dislocated worker employment and training services is provided to job seekers through core, intensive, and training assistance. Core services are provided primarily by Wagner-Peyser, federally-funded staff, who provide a human element to the Maryland Workforce Exchange



Virtual One Stop (MWE-VOS) and job search in general. Examples of core services include outreach, intake, assessment, orientation, eligibility determination, job placement assistance, career counseling, partner referral, follow-up, labor market information, and information on training provider service and performance.

The One Stop System is also the primary vehicle for both adults and dislocated workers to access intensive and training services. Intensive services are provided to unemployed or underemployed individuals who are having difficulty securing appropriate employment through core services. Intensive services include but are not limited to: comprehensive and specialized evaluation, individual employment plan development, group and individual counseling, career planning, case management, and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation assistance, literacy readiness, internships, and work experience.

The Local Workforce Investment Boards in Maryland develop job training programs for implementation in their respective Workforce Investment Areas (WIAs), oversee the operation of those programs, and determine which companies, educational institutions, and community organizations will receive funding for program operation. The WIA cooperates with local employers and government to select the workforce development programs most beneficial to the region and to tailor programs to meet the local employment training needs. The One Stop Operations Manager oversees the monitoring responsibilities of Adult, Youth, and Dislocated Workers, including NEG and Trade. This monitoring is conducted annually through the OWD Central Office staff. More frequent monitoring may be warranted for Summer Youth Programs as well as supplementary ARRA-funded programs.

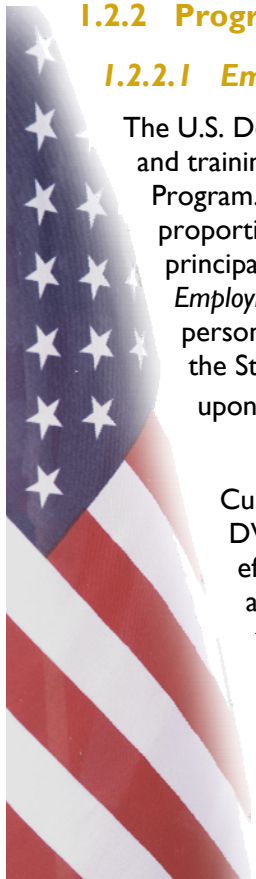
1.2.2 Programs

1.2.2.1 Employment Services for Veterans

The U.S. Department of Labor, Veterans' Employment and Training Service (VETS), offers employment and training services to eligible veterans through a non-competitive Job for Veterans State Grants Program. Under this grant program, funds are allocated to State Workforce Agencies in direct proportion to the number of veterans seeking employment within their state. The grant supports two principal staff positions: *Disabled Veterans' Outreach Program Specialists (DVOPs)* and *Local Veterans' Employment Representatives (LVERs)*. Funds are provided to serve veterans exclusively, other eligible persons, transitioning service members, their spouses and, indirectly, employers. The grant also gives the State the flexibility to determine the most effective distribution of their staff resources based upon the distinct roles and responsibilities of the two positions.

Currently, one (1) State Administrator, seventeen-point-five (17.5) LVER and twenty-two (22) DVOP staff provide services to all veterans who Title 38 indicates are eligible for services. The efforts of these veteran representatives are concentrated, according to their respective roles and responsibilities, on outreach and the provision and facilitation of direct client services to those who have been identified as most in need of intensive employment and training assistance. DVOP and LVER staff, through outreach with employers, develop increased hiring opportunities within the local work force by raising the employers' awareness of the availability and benefit associated with hiring veterans.

DVOP specialists provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with maximum emphasis directed toward serving those



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who are economically or educationally disadvantaged, including homeless veterans and those with barriers to employment. DVOPs are actively involved in outreach efforts to increase program participation among those with the greatest barriers to employment which may include but should not be limited to: outplacement in Department of Veterans' Affairs (DVA) Vocational Rehabilitation and Employment Program offices; DVA Medical Centers; routine site visits to Veterans' Service Organization meetings; Native American Trust Territories; Military installations; and other areas of known concentrations of veterans or transitioning service members.

LVERs conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans, encourage the hiring of disabled veterans, and generally assist veterans to gain and retain employment. LVER staff conduct seminars for employers and job search workshops for veterans seeking employment. Additionally, they facilitate priority of service in regard to employment, training, and placement services furnished to veterans by all staff of the employment service delivery system.

In Federal Fiscal Year (FFY) 2010, a total of 6,321 veterans visited State Workforce Agencies and received staff-assisted services, of which 996 veterans received intensive WIA services (in-depth job search and career management assistance), and 2,327 entered employment. Maryland's dedicated veteran staff continue their efforts in FFY 2011 as they strive to ensure our brave men and women's successful transition from military service to sustained employment.

1.2.2.2 Maryland Re-entry Initiative (MRI) Program

MRI, part of the Office of Workforce Development, is a state-wide program that works in collaboration with its internal and external partners to improve and expand services and resources, thus increasing the employability of incarcerated and formerly incarcerated Maryland citizens. This goal is being met through coordination among local, state, and federal partnerships that include representatives from One Stop Career Centers, Department of Public Safety and Correctional Services (DPSCS), Social Service agencies, community/fair-based organizations, the National Institute of Corrections, Office of Federal Probation and Pre-trial, Bureau of Prisons, and Correctional Education (CE), among others.

MRI provides technical assistance, staff support, program development, service coordination, and training and information dissemination to:

- Build capacity;
- Promote collaboration;
- Provide pathways for occupational licensure, professional certification, and apprenticeship;
- Provide incentives for employers to hire qualified and skilled individuals with criminal backgrounds; and
- Establish professional standards for service delivery.

Recognized as a leader in America's reentry efforts, Maryland's partnerships demonstrate the effectiveness of inter-agency cooperation and sharing of resources and have been locally and nationally recognized for programs such as:

- Jericho Reentry program under the Episcopal Community Services of Maryland;

- Mayor’s Office of Employment Development (MOED)’s Reentry Center, for its leadership in demonstrating the effectiveness of collaboration and partnership approach to working with currently and formerly incarcerated individuals;
- Maryland National Institute of Corrections (NIC)/Offender Workforce Development Specialist (OWDS) Partnership; and
- Baltimore County Reentry for its service enhancement to county residents through its Mobile Career Center that provides Career Center services to the Baltimore County Detention Center, the local Parole and Probation Office, and C-Safe areas of the county.

Maryland is also known for being:

- One of the first states to have a One Stop Career Center operating within a local correctional facility (Montgomery County); and
- Among eight (8) states that provide limited internet access within the state prison system, assisting and preparing incarcerated individuals for transition back to their local communities and to employment. Prior to release, individuals are able to access local Career Center on-line resources as well as a myriad of other resources/services in their local communities through the Maryland Community Services Locator (MDCSL) (MCI-W, Maryland’s only women’s prison).

Other One Stop reentry activities include collaboration with DPSCS, local Detention Centers, Division of Parole and Probation, and U.S. Office of Probation and Pre-trial:

- Bureau of Prisons (Federal Correctional Facility) Team representing Maryland One Stop Career Center System, MRI, and Community Resources;
- Quarterly information sessions; and
- Quarterly mock interview sessions.

DWDAL’s Transitions Team includes MRI and CE to accomplish the following:

- promote partnership and team approach to providing services to graduates of CE programs;
- encourage One Stop Career Center partners to begin working with incarcerated individuals prior to release; and
- Continue to provide DOC, CE, Career Centers, and other agencies with professional development and proven strategies for working with individuals with criminal backgrounds through the Maryland NIC/OWDS Partnership. This effort includes:
 - Regional Offender Employment Specialist (OES) training to the above (3 such trainings were provided PY 2010);
 - OWDS National Certification training restarting PY 2011; and
 - Continued development of the Maryland NIC/OWDS Partnership Training Consortium.
 - OWDS national certification for Maryland’s Workforce Development/Employment Services Professionals;
 - OES training for Maryland’s Career Centers, DOC, and CE staff including faith and community-based partners;

- Offender Employment Retention Specialist (OERS) certification;
- Employer Advisory Committee; and
- Increased membership of the Partnership Management Council.

Currently, One Stop Career Centers throughout the State are identifying and providing services to people with criminal backgrounds in varying degrees of intensity. Each One Stop Career Center also has Local Bonding Coordinators who assist job seekers with enrolling in the Federal Bonding Program.

In PY 2010, five thousand four hundred thirty-nine (5,439) individuals with criminal backgrounds were reported to MRI as having received some form of service through the One Stop Career Centers. The two MRI Case Managers/Reentry Specialists provided services to 42%, or 2263; eleven percent (11%) of these individuals (552) were incarcerated. A total of 194 veterans were served – Baltimore County reported serving 122 Veterans, Northwest Career Center reported 59 Veterans served, and Western Maryland reported 13. Of the 194, 122 (63%) were seen while incarcerated in the Baltimore County Detention Center.

Note: The Reentry (ReC) Center at Northwest One Stop Career Center maintains its own data base and does not report its data to MRI.

The Federal Bonding Program issued bonds to employers who hired individuals. Employers included government agencies, daycare facilities, medical facilities, food service entities, hospitality-related businesses, and real estate companies for such positions as accounts receivable, human resources, and clerical.

Current Projects

- DWDAL MRI/CE Transition Team strives to do the following:
 - Reinforce and build the alignment of continuing service between CE and the One Stop Career Center Systems;
 - Strengthen the alignment between DPP's Pre-Release/Work Release system and the One-Stop system using Prince George's County, Baltimore City, and Queen Anne County's programs as examples;
 - Plan continuing training for DOC, CE, One Stop Career Centers and others to improve the effectiveness and efficiency of the service continuum for Maryland citizens with criminal histories; and
 - Work more proactively with our community advocacy and lobbying groups to impact legislation and economic development systems affecting the ability of motivated and qualified Maryland citizens with criminal backgrounds in gaining services and supports to obtain viable employment.

- Work with Baltimore County WIA system to build staff knowledge and strategies (tool kit) for working with Baltimore County residents with criminal background.
- Continue and improve promotion of Employer Incentive Programs.
- Provide refresher training for all Local Bonding Coordinators to assure that everyone is providing appropriate and professional customer service.
- Continue to provide workshops and information sessions to incarcerated individuals, community and technical college students and community agencies regarding programs and services for people with criminal backgrounds.
- Plan, in collaboration with MOED and others, Forums (representing Maryland's successful reentry efforts) to be presented as needed at conferences.
- Continue to support DOC/CE efforts to establish modified One Stop Centers inside state correctional facilities. The current Limited Access program coordinated by CE and operating in the women's prison is the result of the recommendation of a Workforce Development Committee chaired by the MRI Administrator and co-chaired by the CE Transition Coordinator as part of the DOC Work Release/Workforce Development Forum.
- Expand the partnership with Federal Office of Probation and Pre-Trial in Baltimore City, County and Prince George's County

1.2.2.3 Dislocated Services Unit (DSU)

The DSU has undergone significant changes during this past program year. Three (3) staff positions were added to the Unit then fine-tuned in an effort to better serve Marylanders as well as meet demands on services brought about by the economy and changes in laws and regulations.

1.2.2.3.1 Rapid Response (RR)

Rapid Response Activities – General Information

The Rapid Response team (comprised of State and local WIA employees) responds to many requests for assistance across the State. Companies which receive these services range in size from small organizations (such as Hometown America, reducing its staff by four people) to large companies (such as Solo Cup, closing in Owings Mills and laying-off over one hundred workers). Moreover, these employers come from a variety of sectors such as public service, for profit companies, and non-profit organizations.

Regardless of the size or location of the company, the DSU employees disseminate essential information to individuals ranging from how to file for and what to expect from Unemployment, to local resources that are available for individuals seeking reemployment. Timely information, such as upcoming job fairs and special programs such as H.I.R.E., is shared when appropriate.

Rapid Response – Specific Information

The *Rapid Response team* could include members of State Employment Services, Local Workforce Investment Boards, Unemployment Insurance, DBED, local Community Colleges, and other local and State Government offices as needed.

The *Rapid Response event* (“event”) is designed to work around the employers’ schedule. During the planning phase, items such as timing, size, and number of sessions will be discussed.

Service locations could include the employers’ site, a rented space off-site, the local One Stop Career Center, or mobile One Stop units from across the state.

The *items* that make up a Rapid Response are as follows:

1. Information about Unemployment
 - a. When to apply
 - b. How to apply
 - c. What an individual can expect to receive in the mail
 - d. How payments are made
 - e. Requirements to receive unemployment
 - f. Items of which to be aware (audits, early intervention)
2. Local Resources
 - a. What resources are available
 - b. Where resources are located
 - c. How to get connected to available resources
 - d. What an individual can expect to experience

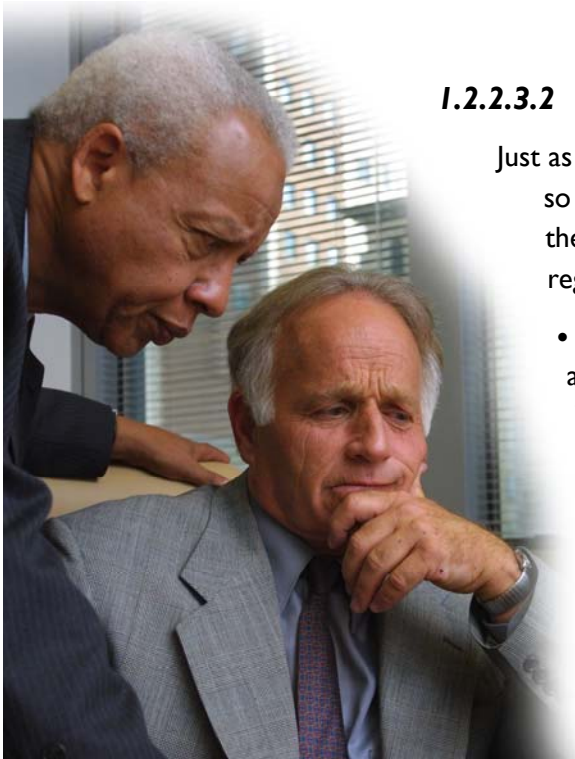
Rapid Response – Trade Adjustment Assistance (TAA)

The Department of Labor could determine an event to be *eligible* for TAA. This process could be accomplished through a short application submitted by

- The employer,
- A union,
- A minimum of three (3) impacted workers, or
- The State.

If an event is deemed Trade-eligible, extra benefits are available such as:

- Longer time frames in which to receive cash benefits,
- Greater training opportunities,
- Longer length of time for retraining or skills upgrade,
- Assistance for paying for COBRA or other qualified health plans – 80%,
- Financial assistance with out-of-area job interviews (limits apply),
- Financial assistance with relocating for employment (limits apply), or
- Income supplement for older workers who qualify.



1.2.2.3.2 The Trade Adjustment Assistance (TAA) Program

Just as the DSU has undergone significant changes this past program year, so too has the TAA Program. In mid-February, the regulations for the TAA Reform Act of 2009 expired, resulting in two sets of regulations affecting individuals:

- Trade Petitions filed before mid-February 2011 – individuals approved for these services are entitled to the benefits under the TAA Act of 2009; or
- Trade Petitions filed after mid-February 2011 – these approved workers are bound by The Trade Act of 1974, P.L. No. 93-618, as amended through the TAA Reform Act of 2002, P.L. No. 107-210.

In either case, the TAA Program provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or production transfers abroad. Workers who qualify for this program may receive a longer time to complete training in occupational skills, basic or remedial education, or training in literacy or English as a second language.

- Trade Readjustment Allowances (TRA) are weekly cash payments available for trade-impacted dislocated workers after a worker's unemployment compensation (UC) benefit is exhausted and during the period in which a worker is participating in an approved full-time training program. Total Income Support is a combination of UC and TRA benefits for a maximum of 130 weeks (26 weeks for UC and 104 weeks for TRA). Participants receiving Remedial Services may be eligible for up to 156 weeks of UC and TRA.
- Health Coverage Tax Credit (HCTC) provides assistance with a portion of the allowable premium cost for Health Care Coverage. (For more information, check out the Maryland Health Coverage Tax Credit Information (MDHCTC) website at <http://www.mdhctc.info>.)

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- *Reemployment Trade Adjustment Assistance (RTAA) Program* includes additional benefits for petitions filed on or after May 18, 2009. RTAA provides assistance to eligible Trade affected workers aged 50 or older who obtain new employment that pays less than their Trade-affected employment. RTAA benefits can be paid for up to two years from the earlier of exhaustion of unemployment benefits or date of re-employment, whichever is earlier, or until the individual receives a specified amount of funds, whichever comes first.

1.2.2.3 The Early Intervention (EI) Program

The Early Intervention Program in Maryland was designed to provide re-employment assistance to Unemployment Insurance Claimants who were “profiled” as likely to exhaust benefits before securing employment. Some of the factors that make a person likely to exhaust benefits are how long they had been in the position they were laid off from, their age, and the education level they have attained. The EI Workshop includes topics that range from finding job openings in today’s market to fine-tuning the details of accepting a job, such as salary negotiations and ways to help reduce the impact of the points on which they were profiled. The participants are encouraged to use the information gleaned in the workshops as a foundation upon which they can build when using more in-depth services offered at the One Stops. The overall response to this highly interactive workshop has been incredibly positive.

1.2.2.4 Professional Outplacement Assistance Center (POAC)

The Professional Outplacement Assistance Center (POAC) provides assistance to individuals who are in the *professional, executive, technical, managerial, or scientific occupations*. POAC operates from a facility that features a state-of-the-art computer lab with internet access, a variety of written publications and resource materials, individualized career guidance, an audio-visual library, free faxing, copying, and telephone services in a modern office building.

The centerpiece of the POAC program is the staff’s unique combination of skills, experiences, and backgrounds. The POAC staff was selected with great care to reflect the needs of the professional, executive, technical, managerial and scientific workers the program serves. Staff consists of professionals experienced in working with job seekers from a wide range of professional occupations.

1.2.2.5 Services to New Americans

Maryland’s immigrant population critically contributes to the state’s economy. In December 2008, Governor O’Malley formally recognized their contributions with the establishment of the Maryland Council for New Americans, whose purpose is to “review and recommend new policies and practices to expedite immigrant integration into the economic and civic life of the state.” Workforce is one component of the Council’s focus, with the other areas being citizenship, financial services, and access to government services. The Division of Workforce Development and Adult Learning, through its various units, provides a wide range of services and programs for New Americans and residents who are LEP. Two recent DWDAL-hosted training conferences held on May 3 and 5, 2011, in Frederick County and Kent Counties respectively, offered resources and valuable information to staff who daily assist New Americans.

1.2.2.5.1 Workforce

Immigrants accounted for nearly all of Maryland’s labor force growth (96 percent) during the last decade—among the highest in the country. Maryland’s immigrant workers are more likely to have a college degree than their native counterparts (43 to 36 percent). Twenty-seven percent of our scientists, 21 percent of healthcare workers, and 19 percent of computer specialists were foreign-born. In blue collar jobs, immigrants are a third of the State’s maintenance workers and approximately a quarter of construction, agricultural, food and healthcare support workers. Concurrently, 26 percent of high-skilled recent immigrants work in unskilled jobs, and 40 percent of immigrant adults are Limited English Proficient (LEP), resulting in lower wages and unutilized skills. Unlocking the tremendous potential of these workers is among Maryland’s highest priorities.

Through the establishment of the New American Workforce Office, members from selected state and federal agencies and prospective community and faith-based organizations endeavor to devise and refine programs that will guide foreign-born New Americans on the path to securing employment and to achieving success.

These populations, including Migrant Seasonal Farmworkers (MSFW), are provided with formal complaint agency referral, information on English and heritage proficiency classes, and naturalization/citizenship information. In PY 2010, the One Stop System provided a variety of services to a total of 143 LEP customers – 115 of whom benefitted from core self-services; 74 received staff assistance for core services; 138 received Workforce Information service; 128 received intensive services; and 78 engaged in training services during their participation period. Some specific examples of services provided are as follows:

- In-house translation and editing of DLLR brochures in French and Spanish, enabling LEP workers to understand and navigate the DLLR system for One Stop locations and job search services, apprenticeship and training programs, and professional licensing; on-going updates and translations of outreach and marketing informational flyers and brochures
- Regional trainings addressing the responsibilities of servicing the LEP populations, crossing the language and cultural barriers, and emphasizing the value and utility of New Americans
- Dedicating 3 DLLR staff persons, 12 One Stop Career Centers (OSCCs) with Spanish speakers on-site, 3 OSCCs with multilingual staff, and 7 OSCCs that offer on-site free English classes
- Making outreach contacts to Migrant Seasonal Farmworkers (MSFW) – in PY 2010, 1,426 outreach contacts were made to 1,527 workers
- Beginning to develop **The State of Maryland New American Professionals Workforce Registry** – a new system that will link to MWE-VOS to register New American professionals, tracking their foreign-learned technical, professional, manual, and specific soft and language skills; they will be linked to colleges and universities for the development of appropriate contextualized training to enable those who so desire to return to their former professions

1.2.2.5.2 Adult Learning

1.2.2.5.2.1 Adult Learning – Adult Education and Literacy Services

Life Skills English as a Second Language (ESL) Instruction

Maryland offers standards-based English language instruction to help prepare adult New Americans for success in their personal and family lives, in the workplace, as members of the community, and in their academic pursuits.

English Language and Civics Education (EL/C) Instruction

To effectively participate in the education, work, and civic opportunities of this country, New Americans must not only master the English language but also be able to understand and navigate governmental, educational, and workplace systems and key institutions, such as banking and health care. Maryland offers standards-based integrated English literacy and civics education classes for adult New Americans that focus on this objective.

Classes are available from the Low Literacy to Advanced level as identified by approved assessment systems and are open to qualifying individuals regardless of their level of educational attainment in their country of origin. In PY 2008/FY 2009, the programs served 16,744 adults, who were enrolled in 1,279 classes. For PY 2009/FY2010, 16,998 adults were enrolled in 1,276 ESL or EL/C classes.

GED Testing

GED testing is available in Spanish and French; however, the writing portion must be completed in English.

1.2.2.5.2.2 Adult Learning – Correctional Education

Academic, library, occupational, and transitional services are provided to incarcerated students in state correctional institutions. The academic program includes Adult Basic Education, GED Preparation, Special Education, ESL, and college classes. Specifically, ESL services provided to inmates are as follows:

- Two ESL classes meet per day – one in the morning and one in the afternoon – 5 times per week in the Jessup and Hagerstown institutions.
- Forty-eight (48) students are seen per day.
- In PY 2010/FY 2011, ninety-six (96) students received ESL services.

1.2.2.6 Tax Credit Programs

The tax credit programs are specifically designed to serve as an incentive to employers to hire individuals from targeted groups who historically have barriers to employment. The credits are both federal and State and can be taken concurrently.

Federal: Work Opportunity Tax Credit (WOTC)

- The groups which make employers eligible under WOTC are
- Disconnected Youth 16-24 years of age
- Summer Youth 16-17 years of age
- Designated Community Residents 18-39 years of age
- Veterans who are members of household receiving SNAP (Food Stamp) benefits
- Veterans with a service-related disability
- Unemployed Veterans
- Welfare to Work (long-term TANF recipients)
- Vocational Rehabilitation Referrals
- Snap (Food Stamp) Recipients 18-39 years of age
- Ex-felons
- Supplemental Security Income (SSI) recipients
- Hurricane Katrina employees

Each of these 12 groups have differing additional criteria, such as timeframes for having received benefits, living in certain areas, terms of service, etc.

For most target groups, the WOTC can be as much as \$2,400. It is based on qualified wages paid to the new hire for *the first year of employment*. Generally, qualified wages are capped at \$6,000. The credit is 25% of qualified first year wages for those employed at least 120 hours, and 40% for those employed 400 hours or more.

For Disabled Veterans, the WOTC can be as much as \$4,800 with qualified wages capped at \$12,000. For long-term TANF recipients, the tax credit can be as much as \$9,000, with qualified wages capped at \$10,000 for a combined two-year period. For Summer Youth, the WOTC can be as much as \$750 during the 90 day period of employment, with wages capped at \$3,000.

Some employees do not qualify for the WOTC are as follows:

- Relatives or Dependents,
- Former employees, or
- Majority owners of the employer.

State: Maryland Enterprise Zone Tax Credit (EZ)

Businesses located in a Maryland designated enterprise zone and certified by the local enterprise zone administrator may be entitled to a tax credit for wages paid to newly-hired employees. For businesses located in a *focus area*, an area within an enterprise zone that is especially in need, the credit amounts are greater.

The business must hire at least one employee who:

- Is a new employee or an employee rehired after being laid off for more than one year;
- Worked for the business for at least 35 hours per week for six months or more;
- Earns at least 150% of the federal minimum wage;
- Spends at least 50% of the workday in the zone or on activities of the business resulting from its location in the zone or focus area;

- Is hired after the date of the enterprise zone or focus area was created or the date the business established itself in the enterprise zone or focus area, whichever is later; and
- Is not hired to replace an individual employed by the business within the last four years.

If the individual is economically disadvantaged, the business must obtain certification from DLLR.

For non-economically disadvantaged hires, the credit is a one-time \$1,000 credit for the first year of employment in the zone or \$1,500 for the first year of employment in the focus area.

For economically-disadvantaged hires, the credit is a three-year credit of:

\$3,000 – 1st Year

\$2,000 – 2nd Year (for the enterprise zone)

\$1,000 – 3rd Year

\$4,500 – 1st Year

\$3,000 – 2nd Year (for the focus area)

\$1,500 – 3rd Year

Maryland Disability Employment Tax Credit (MDETC)

Businesses may claim credit for hiring individuals with disabilities after receiving certification from the Department of Labor, Licensing and Regulation. Under MDETC, employers can also benefit from a tax credit for work-related child care or transportation expenses paid by the employer.

The credit allowed under MDETC is 30% of up to \$6,000 (\$1,800) during the first year of employment and 20% of up to \$6,000 (\$1,200) during the second year of employment. The credit for transportation or child care expenses is up to \$600 the first year and \$500 the second year.

Hiring Incentive Rebate for Employers (H.I.R.E.)

H.I.R.E., formerly known as Job Creation Recovery Tax Credit or J.C.R.T.C., was a job creation tax credit program in which Maryland businesses were able to save up to \$5,000 by hiring certain employees into new positions.

All employees must have been Maryland residents hired between March 25, 2010, and December 31, 2010, and have met the following criteria:

- Individuals at the time of hire have been receiving unemployment insurance benefits or have exhausted their benefits in the previous twelve (12) months and not working full-time immediately preceding the date-of-hire; and
- Employees must have been hired into full-time, newly-created positions or full-time positions that had been vacant for at least six (6) months.

Employers file online and receive certification from DLLR.

To be eligible, employers must certify that:

- They are conducting or operating a trade of business in Maryland.
- They file a Maryland tax return or are tax-exempt under 501(c) of the Internal Revenue Code.
- The employees for whom they are seeking credit meet the qualifying criteria.
- The position for which they are seeking credit is
 - full-time;
 - of indefinite duration;
 - will remain filled for at least twelve (12) months;
 - newly-created or was vacant for a period of at least six (6) months at the time it was filled;
 - not created through a change in ownership of a trade or business;

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- not created as a result of an employment function being contractually shifted from one business entity to another;
- not displacing an existing employee; and
- A net new job for the organization of the State of Maryland if it was created through a consolidation, merger, or restructuring.

Although the program ended on December 31, 2010, employers may continue to file on-line for tax credit certifications if employees were hired during the applicable time period in 2010 (i.e. prior to 12/31/2010). No end date has been set for accepting these applications.

The H.I.R.E. Tax Credit has been enthusiastically received by employers. Since the program commenced on March 29, 2010, nine hundred seven (907) employers have qualified, for a total disbursement of \$9,970,000.00 and one thousand nine hundred ninety-four (1,994) individuals have benefited from this program.

1.3 Adult Learning

1.3.1 Adult Learning Programs - Overview

Adult Learning Programs – Adult education, literacy, and correctional education programs in conjunction with the workforce development programs – ensure a comprehensive and collaborative system of workforce creation that better aligns state education systems with workforce needs.



1.3.2 Adult Education and Literacy Services (AELS)

The Office of Adult Education and Literacy Services delivers literacy and English language instruction and high school diploma options for adults and out-of-school youth. The Office oversees Maryland's adult instructional services and General Education Development (GED) testing programs. Instruction program offerings include Adult Basic Education, Adult Secondary Education, (including GED test preparation and National External Diploma Program), English for Speakers of Other Languages, English Literacy/Civics Education, Family Literacy, and Workplace Education. The Adult Literacy Services Office responds to both the individual education and employment needs of Marylanders and the workforce training demands of the business community.

The Adult Instructional Services program funded thirty-one (31) instructional grants throughout Maryland, including Community Colleges, Local Public School Systems, Community Based Organizations, a Public Library, and the State Correctional Education Program. During the year ending June 30, 2011, statewide enrollment was 41,780.

- The statewide GED testing program consists of twenty (20) testing sites.
- Thirty-one (31) Instructional Programs are funded, with multiple locations in every jurisdiction.
- The GED Testing Office scheduled 10,598 applications for testing and administered tests to 8,492 individuals.
- There were 5,260 diplomas issued to GED Testers and External Diploma Program completers.

A Continuation Grant sustained Adult Education and Family Literacy Instructional providers and enhanced the alignment of Adult Education and Workforce Development projects. Local Workforce Investment Directors reviewed Adult Education plans and worked with the grantees to develop integrated services. Local projects focused on integrated adult education/job training programs and employment/college transitions.

Improvements continue with the GED Testing Office opening two new sites and maintaining the time between testing and mailing of test results at an average of thirty-three (33) days.

1.3.3 Correctional Education (CE)

The Office of Correctional Education provides academic, library, occupational, and transitional services to incarcerated students in State correctional institutions. The academic program includes Adult Basic Education, GED Preparation, Special Education, English for Speakers of Other Languages, and college classes. The Library Program provides recreational, informational, and research services. Currently there are eighteen (18) occupational programs with nine (9) nationally recognized certifications. Transitional classes include life skills, financial literacy, employment readiness workshop, and career exploration. Correctional Education assists incarcerated students in preparing to become responsible members of their communities.

From July 2010 – June 2011, Correctional Education served approximately 14,000 students: 8,000 in academic classes; 1,700 in occupational programs; and 4,000 in transitional programs. There were 702 students who earned a GED; 3,451 who completed a transitional program; and 850 who completed an occupational program.

To improve workforce outcomes, Correctional Education's priorities include –

- Assessment programs that gauge the academic, occupational, and career readiness skills of inmates. Individuals tested will be administered the TABE test, a vocational interest inventory and a vocational aptitude test. The Individualized Case Plan recommendations of the case management department for inmates relative to academic and occupational programs will be based upon the information provided by DLLR staff when computer database becomes available.
- Closer alliances with the Maryland One Stop Career Centers. CE site visits providing One Stop Career Center staff with an overview of its current programs began in 2010.
- A larger number On-the-Job-Training (OJT) programs such as the Culinary Arts Program at the Brockbridge Correctional Facility which enhances the skills of inmates culminating in the nationally accredited "ServSafe" credential.
- An increased number of inmates receiving nationally recognized credentials, such as the National Center for Construction Education and Research (NCCER) in accordance with the Skills2Compete initiative.
- Enhancement of the "behind the fence" services by forming a partnership with the Division of Corrections to implement limited internet access for job search training purposes at Maryland Correctional Institution for Women (MCIW).
- An augmented number of Offender Employment Specialist Training Workshops. Two workshops took place in 2010 at the Anne Arundel One Stop Career Center with participants from the Division of Parole and Probation, Division of Corrections, Correctional Educational, and Community Partners.
- Providing updated Department of Workforce Development print information to CE transition and library programs that serve students soon to be released.
- Workshops on up-to-date workforce development topics such as the Maryland Workforce Exchange Virtual One Stop System (MWE-VOS) are provided to CE transition staff annually.

1.4 Office of Workforce Information and Performance (OWIP)

The Office of Workforce Information and Performance provides labor market information and statistics that are available and updated on the website at www.dllr.maryland.gov/lmi:

- Local Area Unemployment Statistics (LAUS)
- Current Employment Statistics (CES)
- Occupational Employment Statistics (OES), and
- Quarterly Census of Employment and Wages (QCEW).

1.5 State's Discretionary ("15 percent") Funds

During PY10, DWDAL engaged in a multitude of creative activities that afforded training and educational opportunities for individuals who would otherwise not be able to benefit. Some examples of those programs are as follows:

- Apprenticeship Navigators – Working with One Stop Career Centers, Adult Learning programs, and other organizations and educational institutions, two individuals increased the flow of information regarding apprenticeships and the collaboration between partners.
- Maryland Business Works – This short-term, incumbent worker training program required a dollar for dollar match from participating employers. The occupational skills levels of existing workers increased, thus leading to career growth, increased wages, and employment stability for workers.
- Supplemental Youth Summer Programs – Affording work experience to Youth who otherwise would not have that employment opportunity.

Programs such as these disseminated training and employment opportunities through the local agencies in the state

2 Program Highlights and Grants Initiatives

2.1 Maryland Workforce Exchange Virtual One Stop (MWE-VOS)

In the fall of 2010, the Maryland Workforce Exchange portal underwent system upgrades to allow for the use of web "spidering technology" which aggregates every job search website, every employer website and every job posting in Maryland to create a real-time, web-based, one-stop shop for Maryland jobseekers. Because of this technology, monthly job postings have increased nearly tenfold to 80,000 per month.

The New Maryland Workforce Exchange Virtual One Stop System (MWE-VOS) was launched in April 2011. "The new Maryland Workforce Exchange provides Maryland jobseekers with greater opportunities through better access to information about jobs, skills, and training," said Maryland Labor Secretary Alexander M. Sanchez. "To remain competitive in the New Economy, Maryland must maintain and expand our talented workforce pipeline and help connect workers with jobs and employers with workers. The improved Exchange does exactly that." The upgrades were funded by \$3 million in Recovery Act investments, and \$1 million dollars from the Labor Market Information Green Grant. The MWE-VOS is an automated, internet-based system created to expand access to information about jobs, training, and workforce support throughout Maryland.

The newly-revamped MWE portal connects agencies, programs, and services electronically to assist and connect employers and jobseekers. The system provides integrated services via the Internet for individuals, employers, training providers, workforce staff, and One Stop Career Center partners as well as dramatically improves customer satisfaction, staff efficiency, and overall performance. The enhanced MWE offers easy access to key

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reporting features to provide management with valuable information for improved service delivery, enhanced performance and accountability. The new MWE also provides easy access to current labor market information allowing customers to compare information such as typical wage rates, the total number of similar jobs available locally, and the competition for the job. The enhanced MWE provides employers with better solutions for online recruiting through use of advanced resume search tools, automated correspondence, and applicant tracking. Virtual One Stop dramatically improves customer satisfaction, staff efficiency, and overall performance. In addition to the core and intensive services delivered by Virtual One Stop, the system offers easy access to key reporting features to provide management with valuable information for improved service delivery and enhanced performance.

- Job postings from across the Internet
- The most powerful job search engine available
- Career tools allowing job seekers to effectively find jobs that match their skills, values, and interests
- User-friendly options to assess the local labor market
- State-of-the-art interface for employers looking to advertise jobs and recruit talent
- Industry-leading Resume Builder
- Comprehensive information on education, training programs, and financial aid

Virtual One Stop will significantly increase the size and quality of your available talent pool and access to jobs. The system's state-of-the-art flexible functionality will be enthusiastically embraced by staff, job seekers, and employers alike.



Virtual One Stop uses “Database Intelligence” techniques to allow the user to rapidly search jobs based on comprehensive criteria. Using this state-of-the-art mechanism known as “Laser Job Search Technology,” the user can scan through thousands of jobs instantly. The system provides capability well beyond a simple keyword search, permitting multiple search criteria including occupation, industry, skills, salary, employer

Virtual Labor Market Information (LMI)

Virtual One Stop provides easy access to current labor market information when the individual needs it. For example, an individual looking at a current job posting can compare information such as typical wage rates, the total number of similar jobs available locally and the competition for the job. Detailed facts and figures are always available.

Virtual Labor Market Information (LMI) unique combination of national, state, and real-time data, integrated into one analysis tool, is a winning combination :

- Provides labor market information to individuals seeking jobs, training, and program information.
- Assists employers looking to recruit talent and assess the labor market.
- Helps providers to successfully promote their programs; and
- Allow LMI professionals to automate their work and increase service efficiency.

Access to current, local labor market data to conduct in-depth analyses and comparisons is vital for developing successful strategies for retaining employers, attracting new businesses, and securing new investments.

Advanced Recruiting Tools for Employers

Virtual One Stop provides some of the most advanced solutions available to employers for online recruiting, including advanced resume search tools, automated correspondence, and applicant tracking. The system provides user-friendly functionality that is superior to any modern, private job board. This ensures that Virtual One Stop is a true focused recruiting tool for employers to find suitable candidates, rather than simply being a referral system.

2.2 Disability Program Navigator (DPN)

Since October of 2002, the Disability Program Navigator (DPN) Initiative, jointly funded by the U.S. Department of Labor (DOL) and the Social Security Administration (SSA)'s, has worked to improve the capacity of Maryland's workforce development system to effectively serve job seekers with disabilities as well as businesses interested and engaged in hiring qualified job seekers with disabilities. Although the Initiative came to an official end in June of 2010, Maryland was able to sustain a basic level of DPN technical assistance and support regarding disability employment issues over the past program year, until June of 2011.

During the past program year, DPN services included:

- Outreach about the DPN web-based E-learning series to include exposure and utilization of the series by One-Stop and partner staff. Series includes an Overview of One Stop Career Centers, Universal Customer Services, Assistive Technology at One Stop Career Centers and Serving Customers with Mental Health Disabilities. (Note: E-learning series can be found at <http://www.dllr.state.md.us/employment/dpn/>).
- Ongoing provision of technical assistance and support to all of Maryland's local workforce areas. Areas of support include assistive technology products, services and resources, training about disability etiquette and disclosure, and assistance with creating meaningful partnerships with disability organizations.
- Provision of support and assistance to local workforce areas participating in the Universal Design (UD) Technical Assistance project funded through the Office of Disability Employment Policy funded National Technical Assistance and Research (NTAR) Leadership Center. This project resulted from collaboration between DWDAL, GWIB, and the Maryland Department of Disabilities. The UD Technical assistance process includes guidance as well as field-developed tools and resources to support workforce development staff and their partners in delivering the highest quality services to the widest possible range of business and career-seeking customers.
- Facilitated the Career Center Ticket Success Project in Maryland; a technical assistance project funded through the U.S. DOL to assist workforce areas with becoming Ticket to Work Employment Networks. Local workforce areas are receiving support and guidance to integrate Ticket to Work processes into daily One Stop Career Centers operations thus resulting in employment for job seekers with disabilities. In addition, local Career Centers will expand their capacity to serve job seekers with disabilities as well as create an additional stream of revenue for One Stop Career Centers.

2.3 Maryland Department of Disabilities (MDOD) Interagency Agreement

During the second year of DLLR DWDAL's partnership with the Maryland Department of Disabilities (MDOD), work continued on several, State-wide systems change projects to improve upon and enhance employment and training services for Marylanders with disabilities.

During the past program year, this partnership focused on these projects:

- "No Spare Marylander" Workshop for Transitioning Youth in Baltimore County - due to the success of the "No Spare Marylander" workshop model with adults and post-secondary education students with disabilities, a pilot workshop using this model occurred in October 2010 at Overlea High School in Baltimore County. Over 25 students participated in the two hour workshop that included success stories from graduated Overlea High School students with disabilities, expectations from an employer (Johns Hopkins), practice doing a 30 second personal commercial highlighting their strengths, and understanding how to ask for reasonable accommodations on the job or in a post-secondary education setting. During an evening resource fair, students and their families heard about a variety of adult services, programs and

supports such as Baltimore County's Workforce Programs for Youth, Division of Rehabilitation Services (DORS), Community College of Baltimore County, Benefits Counseling and Apprenticeship.

- Community Service Provider Open House events - in an effort to create meaningful connections and partnerships between Community Service Providers serving job seekers with disabilities and One - Stop Career Centers, a series of 5 events occurred in March through April 2011 at the One-Stop Career Centers on the Upper Shore, Baltimore City, Waldorf, Bel Air and Largo. Over 90 employment professionals from 45 Community Service Providers attended these Open House Events. Events included a tour of the One - Stop Career Center, presentations from various Career Center staff about the new Maryland Workforce Exchange Virtual One Stop System and Business Services, open dialog about creative utilization of the Career Center, partnership ideas, and guidelines.
- Mid-Atlantic Regional Collaborative (MARC): Disability Workforce Consortium - born out of a multi-jurisdictional Think Beyond the Label media buy between MD, DC and VA in late 2010, this Consortium was created under MARC, a regional collaborative of local and state workforce leaders from the District of Columbia, Maryland and Virginia that offers innovative education, workforce development, and economic development solutions. The Consortium, committed to creating cross-regional strategies that address the needs of both workers with disabilities and those employers engaged and/or interested in hiring workers with disabilities, is working on their inaugural project, a Federal Employment Champions Awards Luncheon honoring federal agencies for their strong commitment to the hiring, retaining and advancement of individuals with disabilities. The Luncheon will be held in October 2011, in acknowledgment of National Disability Employment Awareness Month, at the U.S. Department of Education.
- Disability Employer Outreach Team activities - this team comprised of staff from MDOD, DLLR DWDAL, DORS and Department of Business and Economic Development (DBED), facilitated several activities and projects over the past year:
 - Training of over 50 DBED Business Services Staff about hiring qualified job seekers with disabilities. Training was based on the online employer portal www.mdworkmatters.org provided an overview about the business case for hiring individuals with disabilities, tools and resources including financial incentives, an outreach piece specifically designed for businesses with workforce needs and a process to communicate business interest in this workforce strategy.
 - Created and disseminated a universal business card, a brief marketing/outreach piece for employers that includes myths and facts as well as connectivity to resources, to over 125 Business Services professionals within One - Stop Career Centers, DBED and DORS. This piece will supplement each agency's marketing materials for businesses but create a consistent message about hiring qualified individuals with disabilities.
 - Disseminate a monthly Disability Resource E-Blast that includes one highlighted resource per month (i.e. financial incentives, reasonable accommodations, Workforce Recruitment Program, Telework) to the over 125 Business Services professionals mentioned above.

2.4 Apprenticeship

Apprenticeship Maryland is committed to strengthening Maryland's workforce by supporting employers and labor organizations in establishing industry-driven apprenticeship and training programs designed to enhance job performance, increase employee retention, and provide stable employment opportunities for citizens in and around Maryland. In FY 10, the Division of Workforce Development and Adult Learning authorized funding for two Apprenticeship Navigator positions with the specific purpose of linking job seekers to apprenticeship opportunities. In the first year, the Navigators successfully achieved the following:

1. Development of eleven specific types of outreach material targeting job seekers, workforce staff, businesses and organizations seeking to establish apprenticeship programs, educational providers, and existing apprenticeship programs. The material was designed to reintroduce the MATP to stakeholders throughout Maryland.
2. Outreach and training to all WIA's targeting front line staff.
3. Responsibility for over 3,500 contacts with Apprenticeship sponsors, local workforce, business, education, and other stakeholders to provide relevant information regarding Maryland's vibrant apprenticeship opportunities.
4. Attended and/or presented at over 170 events statewide.
5. Updated the MATP website and developed the MATP Facebook page to provide greater opportunities for communication and information sharing.
6. Provided information to hundreds of job seekers leading them to program sponsors to apply for the program.

Unfortunately funding for the Navigator positions were cut in PY10/FY 11. Apprenticeship Maryland has identified alternative funding sources and will continue to serve some of these functions, establishing the following goals for PY 11:

1. Enhanced outreach services through social media and technology
2. Develop a stronger working relationship with the Career Center system
3. Renews Emphasis on Apprenticeship Sponsor Recruitment
4. Regional Action Summits Statewide
5. Enhanced Data Collection

2.5 Career Pathways

Maryland was one of nine (9) states and two (2) tribal areas asked by the U.S. Department of Labor to participate in a Career Pathways Local Implementation Planning Grant. This one year planning grant was for a total of \$60,000 with the grant period to begin July 1, 2010, but has been extended to September 30, 2011. DWDAL was asked to identify one local Workforce Investment Board Area to design a plan and

implementation strategy for Career Pathways. The Upper Shore WIB was selected for the following reasons: 1) their history of innovation; 2) the rural nature of the region; 3) Chesapeake College only recently became the grant recipient for all adult education programs in all 5 counties the College serves; and 4) the unique partnership between the WIB and the College.

Maryland's approach was to develop the following two (2) teams: a Travel (or Planning) Team and a Home (or Policy) Team. The Travel Team membership was identified by the LWIB Director and represented all the interested parties and stakeholders in the region along with key leadership from DWDAL. The Home Team membership included the Maryland Workforce Corporation (MWC), Annie E Casey, Job Opportunities Task Force (JOTF), state agencies, and others which could help find resources, align programs, as well as change practices and policies at the State level when necessary to support Career Pathways.

The Planning Team was provided with a coach to guide the process and received technical assistance when the team attended two (2) institutes at the US Department of Labor. The institute provided focused time for the team to develop its plan, access to subject matter experts, facilitators, and note takers. In addition to attending the institutes, the team met monthly and formed two (2) sub-committees, Program Planning and Labor Shed Analysis, to drive those critical components of the process.

To ensure Upper Shore Career Pathways model and implementation plan was well-conceived, representatives of the Planning Team traveled to Minnesota to visit two FastTRAC programs in Duluth and Mankato. While the College team returned to Maryland, the State Leadership met with the a group of Minnesota state labor, economic, adult education and higher education officials to learn from their experiences in implementing Career Pathways programs. (The Joyce Foundation has funded FastTRAC programs through their Shifting Gears Initiative since February 2007.) As a result several features were added to the model. The Upper Shore WIB has applied for a grant for Career Pathways for Caroline County residents via the Local Management Board.

Critically aware of the limited resources available as a result of the federal budget cuts, the Planning Team has developed two Implementation Plans: the first assumes that no additional funds will be available in the future and the second is based on an assumption that additional grant funding will be obtained. A letter of interest was sent to the Weinberg Foundation for funding of Career Pathways for the Upper Shore area, and they continue to look for resources to fund both the local implementation plan for the Upper Shore. DLLR also plans to search for funding (through grants) for statewide implementation of the Career Pathways model.

On Friday, September 23, 2011, DWDAL hosted the Maryland Career Pathways Summit. While this was the culmination event for the purposes of the planning grant, it is also the beginning of statewide implementation and will likely change the way the Division responds to grant salutations and distributes innovation funds in the future.

2.6 Temporary Assistance To Needy Families (TANF)

The State of Maryland Department of Labor, Licensing and Regulation (DLLR), Division of Workforce Development and Adult Learning (DWDAL) in partnership with the Maryland Department of Human Resources (DHR) allocated \$5 million to collaboratively develop Job Readiness, Placement and Retention Employment Programs aimed at benefiting Temporary Assistance To Needy Families (TANF) customers via a collaboration between DLLR's Workforce Investment Areas (WIAs) and DHR's Local Departments of Social Services (LDSS). The primary objective of this initiative was for Local Workforce Investment Boards (LWIBs) to design and operate programs that would aid in the employment and retention of mandatory Temporary Cash Assistance (TCA) customers referred by the LDSS. The overarching objective of the TANF Projects has been to empower these customers with in-demand employability skills that would increase their marketability in the job market, thus improving their family stability. Customers would, in turn, be tooled to secure full-time, unsubsidized employment that is meaningful, gainful, and provides livable, self-supporting wages that promote independence and self-sufficiency while simultaneously impacting the economic growth and development of Maryland business. A secondary, yet equally important, objective was for customers currently receiving TCA to meet designated Federal Work Participation requirements. The intent was that mandatory daily interface along with the rigors of program participation would ensure that TCA customers are routinely engaged, and therefore countable in the Federally-mandated 40-hour per week work activity goals for DHR of Universal Engagement and Work Participation. Countable Work Participation consists of a 24-hour combination of the following approved work activities: Unsubsidized Employment, Subsidized Private/Public Sector Employment, Supervised Work Experience, Supervised Community Service, On-the-Job Training, Targeted Independent Job Search, Job Readiness, Substance Abuse Treatment, and/or Vocational Education. The remaining 16 hours per week may consist of Job Skills Training, Employment-Related Education, and Secondary Education, and/or GED Attainment.

2.7 Green Jobs

DLLR in partnership with the Mid-Atlantic Regional Collaborative (MARC) applied for and won a \$4 million grant to conduct innovative Labor Market Information (LMI) activities that support strategic and systematic expansion of a region-wide green economy. Outcomes of this eighteen-month project included a comprehensive three-state regional green jobs survey and a detailed analysis of the Washington, DC metro area. The related research built upon a region-wide employer survey of "green" employment and training opportunities. In addition, this grant provided funding for the "Green Jobs" portal that was launched in early summer 2011. This is the nation's first multi-state, real-time green jobs identification and collection mechanism with a geographic interface. MARC released its Green Data for a Growing Green Economy report – the most complete analysis of green jobs in Maryland, Virginia, and DC, the MARC Region – which utilized DOL's Bureau of Labor Statistics Quarterly Census of Employment and Wages database to survey 35,000 regional employers in the MARC Region. According to the report, approximately 235,600 workers are engaged in the production or provision of green products or services who are employed by more than 29,300 establishments. The green economy contributes as much as \$13.2 billion in direct employment costs and nearly \$35 billion to the MARC Gross Regional Product through direct, indirect, and induced values.

2.8 Base Realignment and Closure (BRAC)

In a time when the national unemployment rate lingers close to 9.5%, nothing can be more inspiring to jobseekers than knowing that thousands of openings are headed their way. This is the peculiar position Maryland, the District of Columbia (District), and Northern Virginia (Virginia) have faced. As U.S. Department of Defense (DoD) strategies make the shift toward military transformation via Base Realignment and Closure (BRAC), the defense industry and Federal job markets offer a new and challenging opportunity for our residents. However, knowing we will benefit from BRAC means nothing if our workforce is not prepared. As such, the State of Maryland and the District have been awarded a \$7.6 million National Emergency Grant (NEG) to develop integrated approaches to planning for and responding to worker dislocations while continuing to build an active pipeline of job seekers for future open positions. The overall goal of the project is to train approximately 6,500 individuals in the skills necessary to complete and submit a federal application.

This collaborative effort titled, “MARC Training Response to BRAC: A Regional Training Approach,” provides a tremendous opportunity to leverage the resources, expertise, and regional relationships that currently exist between Maryland, the District, and Virginia. In addition to aiding our armed forces in the assurance of mission continuity during and after the transfer, we are confident that the services, outlined below, are directly aligned with the purpose and goals of this NEG. Specifically, we have placed focus on training skills for BRAC-related occupations that lead to BRAC-jobs as requested by the U.S. Department of Labor (DOL), Employment Training Administration (ETA).

For this grant the project operators are:

- Virginia Employment Commission
- Susquehanna Workforce Network
- Baltimore City, Mayor’s Office of Employment Development
- Mid-Maryland Workforce Investment Board
- Anne Arundel Workforce Development Corporation
- Prince George’s Economic Development Corporation, Workforce Services Division
- Montgomery Works
- Tri-County Council for Southern Maryland
- District of Columbia, Department of Employment Services

Our region faces a distinct challenge when planning for the workforce transitions that result from BRAC due the fact that there are both gaining and losing jurisdictions within our region. While the District faces a net loss in terms of workforce, Maryland will be the recipient of these and other BRAC impacted workers.

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It is a recognized fact that DoD and its associated contractor trail play a large role in the economic growth and stability of the Washington DC-Metropolitan area, and will continue to do so in the foreseeable future. In a report titled “Assessing the Impact of BRAC in the Northern Virginia Workforce Investment Board Region,” realignment and closure events affect 21,537 workers. Prepared by the Center for Regional Economic Competitiveness, the report makes clear the impact of inbound and outbound job moves of military, civilian and embedded contractor positions affected by the BRAC recommendations. Specifically, more than 6,300 of the affected workers are contractors whose positions are considered mission critical to their respective agencies. While many workers will relocate or transfer, BRAC decisions eliminate nearly 282 off-base contract jobs and another 2,749 service jobs currently located in Northern Virginia. Equally important are the dislocations affecting the District. For example, it is estimated there will be 1,472 dislocated personnel. This figure includes 728 individuals at Walter Reed Army Medical Center (WRAMC) and 744 within the Naval Criminal Investigative Services who are eligible for workforce development and transitional services.

To address this dual need, our strategy has been to provide a diverse range of trainings to suit the appropriate need of the individual jurisdiction. For the District of Columbia, in order to preserve the workforce of Walter Reed Medical Center and to provide continuity of mission and patient care, eligible workers are enrolled in a number of trainings designed to enhance their current skill sets and learn new ones to preserve their employment.

Services provided by this grant are as follows:

- Federal application/ resume assistance and training for job seekers
- Transitional Assistance to BRAC impacted relocating employees and families
- Continue training efforts for veterans and other job seekers
- Facilitation of outreach and training efforts for small businesses
- Hosting group events such as career fairs and lunches
- Continue current training for professional certification programs and implement new ones
- Job Readiness and Occupational Skills Training

For Maryland, the challenge has been increasing both the quality and quantity of clients seeking federal employment. As previously described, Maryland has had great success in attracting individuals to career fairs focused on federal employment and conducting overall outreach to increase interest in the federal personnel system. An obstacle that is consistently identified by both job seekers and federal hiring managers is the rigorous, and often arcane, federal hiring process.

In order to provide hiring managers with a better quality applicant and to provide job seekers with the skills needed to compete for a federal position, Maryland proposes to offer specialized workshops focusing on the

requirements of the federal hiring process and how to best relate their knowledge, skills and abilities to the positions they are applying for. This training will be useful for many of the job seekers within the MARC region due to the fact that there are over 500,000 federal positions in the surrounding jurisdictions.

The immediate goal is to respond to the technical worker shortage for new and incumbent workers. This will be accomplished by:

- Providing job seekers instruction on how to apply for Federal jobs, including where they can be found and techniques to successfully secure those jobs
- Providing job seekers and the emerging regional workforce useful information on obtaining a security clearance

The long term goal is to create, sustain, and maintain a sufficient pipeline of qualified job seekers. This will be accomplished by:

- Developing recruitment, retention, and training strategies
- Responding to the unique needs of military and civilian spouses
- Addressing career pathway identification for entry and middle skill Federal employment opportunities as we assess current workforce pool and incoming workforce needs
- Establishing partnerships with key institutions to coordinate a workforce response

2.9 Military to Federal Jobs (M2F)

DLLR strives to use transitioning service members and veterans to fill federal job openings created as a result of the Department of Defense's Base Realignment and Closure (BRAC) initiative. In doing so, Maryland not only taps into a talent pool of highly trained and qualified individuals to fill vacant positions but additionally provides well-paying, stable job opportunities to our Nation's defenders. To facilitate moving qualified transitioning service members and veterans into Maryland's BRAC jobs, DLLR developed a web-based "Military to Federal Jobs" crosswalk.

The tool is targeted for use by transitioning service members and veterans as well as federal hiring managers and human resources personnel. Specifically, the tool allows transitioning service members and veterans to:

- Identify federal jobs that might be of interest given similarities between the military and federal job;
- Find out about federal job characteristics and strategies for finding suitable jobs; and
- Execute a search on USAJOBS for a matched federal job.

Federal hiring managers are able to:

- Identify military occupations that share the same attributes as a specific federal job;

the division of **WORKFORCE DEVELOPMENT AND ADULT LEARNING**

- Learn about military occupations; and
- Learn about military careers and terminology to better assess qualified candidates.

2.10 On-the-job Training (OJT)

DLLR received \$1,971,169 Recovery Act funded NEG (National Emergency Grant) to provide workers affected by layoffs with on-the-job training (OJT) opportunities. This NEG provides a method to jump-start re-employment for dislocated workers experiencing prolonged unemployment by enabling employers to create training and job opportunities for these individuals. Participants are given the opportunity to “earn and learn,” meaning they will develop applicable occupational skills while earning a paycheck. Employers receive partial reimbursement to offset the cost of training workers. OJT will help workers become proficient in needed skills more quickly. As a result, employers will be encouraged to hire workers sooner than perhaps initially planned, facilitating the private sector hiring of well-qualified individuals to contribute to their bottom line and spur economic recovery.

During PY2009, Frederick County Workforce Services has been able to utilize OJT funds to provide dislocated and/or adult workers with opportunities to engage in “hands-on” training with new employers. In one particular example, a local HVAC company was in search of a part-time office assistant with a specific skill set. Through the OJT program, the employer hired a WIA job seeker who successfully completed the training necessary to effectively fulfill the responsibilities of the position. Incidentally, this job seeker had been searching for a part-time position, so the match was ideal – a true “win-win” for both parties.

3 Looking Forward

Maryland Division of Workforce Development and Adult Learning (DWDAL) is placing high priority on programs that will ensure employers have the skilled workforce they need to be competitive as well as helping Marylanders access employment and training resources and services. Specifically, DWDAL will

- Place an ongoing emphasis on improving communications between Job Seekers, Employers, and DWDAL Employees. Publications will continue to be developed in multiple languages (such as French and Spanish) and are available in an effort to assist One Stop Career Center Visitors and Businesses alike;
- Continue to invest in enhancing worker training through such programs as On-the-Job Training National Emergency Grants (OJT NEG) that aid in preventing layoffs, saving jobs, and helping businesses to up-skill their workforces;
- Endeavor to provide green job training and employment opportunities in manufacturing, construction, and environmental technology utilizing information gathered from the Mid Atlantic Regional Collaborative (MARC), which launched the nation's first multi-state, real-time green jobs identification and collection mechanism with a geographic interface – [MARC Green Works Job Portal](#);
- Highlight Priority of Service (POS) for Veterans by emphasizing the outreach programs aimed at transitioning Veterans, their spouses, and other eligible persons to the workforce;
- Partner with state agencies, such as the Maryland Public Libraries (MPL), and community organizations – working together to connect job seekers to jobs and to explore all resources available to assist Marylanders;
- Maintain closer alliances between Correctional Education (CE) and the One Stop Career Centers as well as Department of Corrections (DOC) to enhance job training services available to inmates and
- Continue with improvements in the delivery of literacy and English language instruction by the Adult Education and Literacy Services (AELS) Office. For example, the GED Testing Office was able to reduce the time between testing and mailing of test results from an excess of sixty (60) days to nineteen (19) days.

DWDAL will continue the drive toward a statewide workforce system that is seamlessly integrated and maximizes the resources available to produce a world-class workforce for the 21st Century. We envision a system that allows individuals, no matter what challenges they face, to realize their full potential in the workplace. We envision a system that keeps Maryland competitive in an economy that becomes more global each day.

4 Governor's Workforce Investment Board

4.1 Overview

The Governor's Workforce Investment Board (GWIB) is the Governor's chief policy-making body for workforce development. The GWIB is a business-led board of 45 members, a majority of whom represent the business community, as mandated by the Workforce Investment Act of 1998 (WIA). Other members include the Governor and the Lieutenant Governor, cabinet secretaries, college presidents, the State Superintendent of Schools, elected officials, labor, and representatives of non-profit organizations. The GWIB is responsible for developing policies and strategies to form a coordinated workforce system from a variety of education, and employment and training programs. It brings together and focuses various workforce development partners and stakeholders on two key outcomes - a properly prepared workforce that meets the current and future demands of Maryland employers, and providing opportunities for all Marylanders to succeed in the 21st century workforce.

Mission

To guide a nationally-recognized workforce development system that aligns with the economic and educational goals of the State of Maryland and will result in a qualified workforce available to employers across the State.



4.2 GWIB Program Highlights

Maryland's Workforce Indicators: 2010 Report Released

In December 2010, the GWIB published *Maryland's Workforce Indicators: 2010*. The report presents an overview of current conditions and notable trends affecting Maryland's workforce and economy. The 2010 report confirms that Maryland's workforce is strong and dynamic, leading many states in educational attainment, labor force participation rate and earnings. Leading indicators show an economy that is recovering and creating good jobs requiring all levels of skilled workers. Although some indicators show the effects of the most recent national economic downturn, Maryland's prospects for long-term growth remain positive. This growth is supported by a stable pipeline of workers, a strong PreK-20 educational system, job recovery, and a highly engaged and educated immigrant population. In addition, Maryland's highly ranked public school system, noted for its high percentage of advanced placement students, contributes to a pipeline of highly educated workers that can support Maryland's emerging industries. While the recent economic crisis may impact this outlook, this strong workforce foundation positions Maryland well for the future.

There are also several challenges that lie ahead. These include replacing retiring workers, discouraging out-of-state migration and reducing literacy and math remediation rates for entering college students. The data also show a significant population of potentially untapped or underutilized workers, who, with appropriate education and training, can contribute even further to Maryland's strong workforce foundation. These challenges contribute to an increasingly wide skills gap that leaves some employers unable to meet their workforce needs, and renders unskilled workers unable to secure family-sustaining employment. Proactively addressing these emerging trends will enhance Maryland's already strong competitive edge, and its ability to attract and grow jobs and develop skilled workers across all skill levels.

Maryland's Workforce Indicators: 2010 is available at: www.gwib.maryland.gov.

Skills2Compete

Building off of the successful launch of the Skills2Compete in March 2010, On June 30, 2010, Lt. Governor Anthony G. Brown announced launch of the Skills2Compete Maryland website. The website serves as a one-stop Internet portal providing information and resources on middle skills jobs, training programs, financial resources and fastest growing occupations that require some training beyond high school, but not a four-year degree.

"Through Governor O'Malley's Skills2Compete initiative, we are making the critical investments in our workforce, families and businesses that will allow Maryland to remain a top competitor nationwide ... Skills2Compete will increase post-secondary success in Maryland and enable us to capitalize on our diverse economy, brainpower and talent pool. By providing the necessary tools and resources through a comprehensive Web portal, we can continue to strengthen our workforce, empower our working families and build a brighter future for all Marylanders."

~ Lieutenant Governor Anthony G. Brown

“This new portal directly addresses the needs of students, workers and employers by providing one-click access to training and educational opportunities for rapidly growing middle-skill and high-skill careers in such fields as information technology, healthcare and green construction . . . Like the Skills2Compete Maryland effort itself, this portal assembles and organizes the resources of more than a dozen Maryland State agencies to offer information leading to stable, rewarding careers.”

~ Secretary Alex M. Sanchez

Veterans Priority of Service

In September, the GWIB passed a motion supporting the Veterans Priority of Service policy, in response to the *Jobs for Veterans Act* to assure that Maryland’s veterans (and eligible spouses) are given a priority to receive certain workforce services.

The priority of service is an important acknowledgement of the sacrifices of the men and women who have served in the U.S. Armed Forces. U.S. Department of Labor’s strategic vision for priority of service to cover veterans and eligible spouses of veterans as our "heroes at home" and envisions that DOL-funded employment and training programs, including the publicly-funded workforce investment system, will identify, inform, and deliver comprehensive services to covered persons as part of strategic workforce development activities across the country.

Preparing for Reform: Health Care 2010

In October 2010, the GWIB awarded a one-year, \$150,000 State Health Care Workforce Development Planning Grant from the U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA), through funding made available via the Affordable Care Act. The purpose of the grant is to establish a high-level health care workforce steering committee composed of GWIB Board Members that will undertake a rigorous planning process leading to development of the ten-year health care workforce expansion blueprint, “Preparing for Reform: Health Care 2020,” which is designed to increase the primary care workforce by ten to 25% over a ten year period. Building on its well-established sector initiatives model, the GWIB will collaborate with a broad network of health care industry leaders, the education community, including two- and four-year institutions of higher education, graduate and professional schools, and the public workforce system to train new workers to meet the primary care workforce need resulting from the federal legislation.

Grant partners in this initiative include the Governor’s Health Care Reform Coordinating Council, the Maryland Department of Health and Mental Hygiene, and staff from the Hilltop Institute at the University of Maryland Baltimore County, who will serve as health care policy experts in support of the grant.

Through the grant, the GWIB will convene a series a Regional Listening Tours in the Baltimore Metropolitan and Washington Metropolitan Areas, the Eastern Shore, and Western Maryland. The tours will bring together

regional stakeholders from the health care industry, education community, local legislators and representatives from the workforce system, as well as other community and philanthropic organizations actively engaged in health care education and workforce activities for a dialogue to address the critical workforce issues impacting the health care industry, as well as creating and strengthening responses to those workforce development needs. The ultimate outcome of the listening tours will be the creation of an action agenda that will inform development of the 10-year health care workforce expansion plan. The report will include priority recommendations from Regional Listening Tour stakeholders.

4.3 GWIB CyberSecurity Industry Initiative

Maryland is quickly becoming the epicenter of Cyber Security in the nation. BRAC actions that began in 2005, and the recent decision to locate the U.S. Cyber Command at Fort George G. Meade in Anne Arundel County could potentially create upwards of 30,000 CyberSecurity jobs in Maryland. Examples like these create an imperative for all workforce investment system partners ~ industry, education, workforce and economic develop ~ to work together to create a world-class workforce that is responsive to business (and military) demands.

To respond to the emergence of the CyberSecurity industry in Maryland In November 2010, the GWIB launched its Cyber Security Industry Initiative. GWIB's role in convening industry to begin identifying workforce demand and challenges serves as the logical next step in establishing Maryland as the epicenter of CyberSecurity activities.

Approximately 34 business, government and education leaders engaged in a dialogue on defining the skills, education and training, and certification requirements to support Maryland's CyberSecurity public and private sector, and defense industry workforce needs. In 2011, the GWIB will continue convening business, education and government leaders to identify ways meet the critical need for a certified and trained cyber security workforce.



4.4 GWIB Committee Updates

Adult and Correctional Education Transition Oversight Committee Releases Final Report

In September 2010, the GWIB in partnership with the Department of Labor, Licensing and Regulation released “Report of the Governor’s Workforce Investment Board Adult Learning Oversight Committee ~ The Transition of Maryland’s Adult and Correctional Education Programs to the Department of Labor, Licensing and Regulation: Progress Report and Goals for the Future,” detailing the successful transition of the adult and correctional education programs from the Maryland State Department of Education to the Department of Labor, Licensing and Regulation as mandated by the passage of S.B. 203. in an effort to better align education, skills training and job opportunities for all Maryland adults.

The new law took effect on July 1, 2008, but delayed the program transfer until July 1, 2009, to allow for a collaborative transition planning process. Specifically, the new law created the Workforce Creation and Adult Education Transition Council, charged with convening all relevant stakeholders to devise a blueprint for ensuring an effective transition and creating a foundation for future progress.

To ensure continued oversight of the programs’ transition and integration into DLLR, the Council tasked the Governor’s Workforce Investment Board with creating an Adult Learning Oversight Committee to serve for a period of eighteen months - from January 1, 2009 until June 30, 2010 - through the first year of the program transfer.

The Committee, comprised of select members of the GWIB, was charged with convening quarterly to:

- Oversee the initial implementation of SB 203 and the Transition Plan submitted by the Workforce Creation and Adult Learning Transition Council;
- Ensure coordination among the partner agencies (DLLR, MSDE, DPSCS, MHEC);
- Review and strengthen performance measures, outcomes and accountability;
- Oversee the restructuring of the Educational Coordinating Council for Correctional Institutions and State
- Advisory Council on Adult Learning; and
- Make policy recommendations to the Secretary of DLLR as necessary.

The GWIB’s Adult Learning Oversight Committee closely monitored the transition of adult and correctional education programs and their integration with Department of Labor, Licensing and Regulation Division of Workforce Development and Adult Learning. The final report is the Committee’s assessment of the transition of the adult and correctional education programs and services to DLLR and further details the program transfer, highlights continued progress and outlines goals for the future. With the establishment of the Education/Workforce Transition Coordinating Council for Correction Institutions and the Maryland Adult

Learning Advisory Council, oversight responsibilities have been passed to those entities with the GWIB Executive Director and serving as members of both Councils to provide continuity.

4.5 GWIB Interagency Workforce Committee

This standing committee's goal is to ensure coordination and communication across all state agencies that have an investment in development of the State's workforce. The Interagency Workforce Committee, in addition to their defined role to expand cooperation, collaboration and communication among the departments, has supported the work of the Emerging Workforce Committee. The implementation of the Universal Design best practices and the delivery of workforce development services in support of the Board's Universal Design motion and in the implementation of the Governor's Skills2Compete Maryland vision keep this Committee actively engaged.

The makeup of this committee includes Assistant Secretaries, Deputy Secretaries or senior staff and includes the following:

- Maryland Department of Aging (MDoA)
- Department of Business & Economic Development (DBED)
- Department of Housing & Community Development (DHcCD)
- Department of Human Resources (DHR)
- Department of Juvenile Services (DJS)
- Department of Labor, Licensing and Regulation (DLLR)
- Maryland Department of Disabilities (MDoD)
- Maryland Higher Education Commission (MHEC)
- Department of Public Safety and Correctional Services (DPSCS)
- Maryland State Department of Education (MSDE), (including both the Division of College and Career Readiness and Adult Learning and the Division of Rehabilitation Services)

State Launches Maryland Center for Construction Education and Innovation (MCCEI)

The MCCEI was established at Towson University as a public-private partnership comprised of state government, universities, community colleges and secondary schools. The Center promotes the economic vitality of construction in Maryland; serves as resource for industry, education, and government; and works to position construction as a career of choice for tomorrow's workforce.

The construction industry is the fifth largest private employer in Maryland and accounts for \$15 billion of the State's economy. The demand for construction-related jobs in Maryland continues to grow with expanding federal facilities, growing biotechnology centers, and the Base Realignment and Closure (BRAC) initiative.

To date, MCCEI has completed a survey and analysis of Maryland's construction education system which has

identified public and private education providers, their specialties and geographic concentrations. In 2011, MCCEI will undertake a groundbreaking study that will survey Maryland's construction industry and identify demands and skills, industry training trends, and new technologies that all levels of construction workers will need to have to be competitive.

In addition to the GWIB, key partners include the Maryland State Department of Education, Community College of Baltimore County Anne Arundel Community College, Harford Community College, the Maryland Higher Education Commission (MHEC), the Department of Labor Licensing and Regulation, and the Department of Business Economic Development, Building Trades of DC and Baltimore, and ABC Baltimore and DC.

"Without a much-needed intervention, Maryland's construction industry will be unable to support our economy ... This Center works to ensure that the State's education system recognizes the value of the construction industry and the need to meet the growing demand for jobs in Maryland."

~ *Martin Knott, President, Knott Mechanical*

4.6 LWIB Biannual Recertification Process

Section 117 (c) (2) of the Workforce Investment Act of 1998 requires the Governor to recertify local workforce investment area boards biannually. The Governor directs the Governor's Workforce Investment Board to conduct the biannual LWIB Recertification on his behalf. During this program year, the recertification process was conducted in partnership with the Department of Labor, Licensing and Regulation Division of Workforce Development and Adult

Learning between January and May, 2011.

Policy:

LWIBs are rectified based on the ability to meet the following criterion:

- **Criterion 1:** The LWIB meets the membership criteria of WIA Section 117 (b);
- **Criterion 2:** The LWIB has satisfactorily performed the board functions outlined in WIA Section 117(d);
- **Criterion 3:** The LWIB has established a Youth Council or an alternative entity, as specified in WIA Section 117 (h), that carries out required duties;
- **Criterion 4:** The LWIB has maintained fiscal integrity, defined as having no major unresolved questioned costs or outstanding audit issues and having no findings of fraud or abuse; and,
- **Criterion 5:** The LWIB will be assessed on its ability to achieve at least seven of the nine following performance measures: **Entered Employment - Adults and Dislocated Workers; Retention Rate - Adults and Dislocated Workers; Average Earnings - Adults and Dislocated Workers; Youth Attainment of a Degree or Certificate; Youth Placement in Employment of Education; and Youth Literacy/Numeracy.**

There are two levels of certification: Level I Recertification is for two years provided the LWIB meets all of the aforementioned criteria. LWIBs failing to meet any of the established criteria are recommended for Level II Recertification, a period of no more than one year, and must agree to submit an improvement plan and receive technical assistance from DLLR. GWIB staff worked closely with DLLR's Division of Workforce Development staff to complete the review and evaluation process.

Action:

During the June 22, 2011 Board Meeting, the GWIB entertained a motion to approve the recommendations for Local Workforce Investment Board recertification as outlined below:

The eleven (11) LWIBs listed below have satisfactorily met all recertification criteria and are recommended for Level I Recertification for a period of two years effective July 1, 2011:

- Anne Arundel County Workforce Investment Board
- Baltimore Workforce Investment Board
- Baltimore County Workforce Development Council
- Frederick County Workforce Investment Board
- Lower Shore Workforce Investment Board
- Mid-Maryland Workforce Investment Board
- Prince George's County Workforce Investment Board
- Southern Maryland Workforce Investment Board
- Susquehanna Workforce Investment Board
- Upper Shore Workforce Investment Board
- Western Maryland Workforce Investment Board

The Montgomery County Workforce Investment Board has not met all of the recertification criteria necessary to receive Level I Recertification; as a result, the GWIB recommends that the Montgomery County WIB be granted a Level II ~ One-Year Provisional Certification designation.

The motion was approved by the GWIB Board.

4.7 Aerospace Industry Update

The Aviation Maintenance Technology School opened on April 30, 2011, in Hagerstown, MD. The event was attended by over 130 people including Governor O'Malley, representatives from Senator Mikulski's office, local elected officials, and business industry leaders. The school is operated by the Pittsburgh Institute of Aeronautics and will train students to become entry-level aircraft technicians. The first class of students began on May 2, 2011.

The GWIB's involvement in this project dates back to early 2006 when the project was conceived in response to a GWIB survey which evaluated training programs available which could fill the needs of three federal contractors operating at the Hagerstown Regional Airport (HGR)-Top Flight. GWIB convened a business-led task force and provided direction to the committee as it sought guidance on proposed next steps. Support from the National Skills Coalition and Maryland's Department of Business and Economic Development (DBED) were provided as well. Additionally, GWIB and SGT, Inc. provided technical assistance during a Familiarization Tour of HGR in November 2009, when four out-of-state training providers met to assess the facilities and the program requirements made by the employers involved.

Grant resources include funds from the ARC, a federal-state partnership that works with the people of Appalachia to create opportunities for self-sustaining economic development and improved quality of life (\$271,975), and the Pittsburgh Institute of Aeronautics (\$427,075).

5 Statewide Success Stories

5.1 Introduction

The Maryland Workforce System prides itself in providing exemplary services to job seekers and employers alike. This information takes on more profound meaning, however, when personal stories are shared by those whose lives have been forever enhanced. The following stories provide a glimpse into the lives of Marylanders who have benefited from the vital work accomplished through the combined efforts of the WIA and One Stop Career Center partners.

5.2 Adult

CNA Training Leading to Employment

In September of 2010, Anya came to the attention of the Southern Maryland One Stop Career Center in Waldorf as an underemployed job seeker, working as a part-time sitter for a local patient care agency. Prior to this position, Anya's experience consisted of working with children in a variety of capacities, including childcare, after-school programs, and summer camp. Her positive experience eventually resulted in the fulfillment of one of her dreams - owning and operating a childcare business. Unfortunately, her business was impacted by the recent economic decline and was closed, leaving her unemployed.

Fortunately for Anya, the Southern Maryland Workforce Investment Board (SMWIB), which is hosted through the Tri-County Council for Southern Maryland, was able to assist Anya in the fulfillment of another dream - becoming a



Certified Nursing Assistant (CNA). Anya has always wanted to work in the healthcare arena and was fortunate to participate in one of the Contract Training programs offered through the SMWIB via Federal ARRA monies. One of Southern Maryland's medical facilities was in need of CNAs and contracted with the SMWIB to take advantage of this program. Anya was 1 of 15 job seekers who was interviewed and selected by the local medical agency to participate.

As a result of this service, Anya has successfully completed the training, taken her state board exam, attained her CNA license from the State of Maryland, and obtained full-time employment as a CNA. In addition to this success, Anya was chosen as the Valedictorian of her graduating CNA class. As she expressed her gratitude to all who were instrumental to her success, she reminded everyone to not "be afraid to dream as good dreams can turn to reality through self application."

Formerly Unemployed, Attained Employment through the One Stop System

Unemployed for thirteen months, Cynthia Logan suffered anxiety and felt uncertainty about her future. Thanks to the Prince George's County and Columbia Workforce Centers, Cynthia "re-invented" herself, learned her value as a "seasoned worker" and is coping "with the possibility of ageism." As a result, she has been successfully employed full-time as a project manager with the Army as of September 20, 2010. She works with her former employer and on a similar project upon which she had previously worked for the Navy. Her new salary even exceeds her former salary!

"I want you to know my status," she writes in an e-mail to One Stop staff, "because I benefited so much from the knowledge gained at the Columbia Workforce Development Center, not to mention the wonderful staff and their expertise. Thank you again for your support and positive reinforcement during a very stressful period in my life."

"I lead a team of individuals responsible for ensuring that military retirees receive interim medical re-evaluations to determine fitness for duty. Retirees on this list have been wounded, injured and suffer medical conditions and defects as a result of the current War on Terror. Therefore, this work is very meaningful and I am proud to help our service members and their families."

She added at the end of her e-mail, "PS. You can remove my name from the Job Bulletin List."

5.3 Dislocated Workers

It was important for Tim, a dislocated worker, to know that local help existed to get him back on his feet.

Tim Mondy was a recipient of a large reduction in force by Northrop Grumman. He was introduced to AAWDC's services through a Rapid Response event held on-site before his end date. Tim was a highly-skilled

individual with a professional background, so this was a difficult transition for him. Initially, it was important for him to know that local help existed to get him back on his feet. He worked with the Rapid Response Team, who introduced him to services provided by the Professional Outplacement Assistance Center (POAC). He also enrolled with a Career Advisor to receive more intensive services, including resume feedback, creation of a LinkedIn profile, as well as general encouragement and focus.

In addition, Tim co-enrolled in the Pathways to Cybersecurity Careers Consortium training program, and entered classes at Anne Arundel Community College. The cybersecurity program was a great fit for him, due to his engineering background and extensive experience with hardware design. He excelled in the cybersecurity classes and gained CompTIA Security+ and Network+ certifications. These certifications made him more marketable and showed future employers that he was interested and able to learn new skills. He secured employment using his new skills at MEI Technologies as a Senior Systems Engineer.

Laid off from his employer after 21 years of service; now employed with one of FORTUNE Magazine's "Best Companies to Work For" in the country.

Robert Hamrick had been employed for over two decades as a microfilm and microfiche scanner with the same employer when the company eliminated his position due to a reduction in workforce. Because there was not a high demand for his former job in the current labor market, Mr. Hamrick realized he needed to explore some different alternatives in a new and changing economy.

After applying for Unemployment Insurance, he was instructed to attend an Early Intervention workshop at Frederick County Workforce Services (FCWS). There, Mr. Hamrick began his search for a new position and a new start. He received career counseling services, had his resume critiqued by one of several Certified Professional Resume Writers (CPRWs) at FCWS, utilized the tools and services available in the Career Resource Lab, and attended training classes that would provide him with the knowledge he needed to succeed in his job search.

Mr. Hamrick now has a full-time position with Wegman's, the #3 ranked (out of 100) "Best Companies to Work For" by FORTUNE Magazine. He has a full benefits package and is excited about the opportunity to advance his career with a company that has a solid reputation for employee development and internal promotions.

5.4 Reemployment Eligibility Assessment (REA)

Best Practices and Program Successes

In December 2010, the Reemployment and Eligibility Assessment Program (REA) debuted in Maryland. That same year, U.S. DOL/ETA tasked the social science research firm, IMPAQ International, to conduct a comprehensive national study of REA Best Practices. Maryland was one of six (6) states selected for the study. In their report to USDOL in June 2011, IMPAQ International identified seven (7) best practice approaches currently employed by the MD REA Program. Among the highlighted practices was the use of innovative and targeted reemployment

workshops and services. “Maryland has also fostered development of a reemployment system aimed at making REA claimants more self-sufficient in their job search.

Customer Success Story:

REA program participant, Mr. T.G., first attended the program on May 17, 2011. Two weeks later, he contacted his REA Career Coach, Steven Frazier, to report that he’d obtained employment due to his referral to a SOAR workshop. The SOAR program is a multifaceted career development workshop series designed to meet the specific needs of dislocated worker professionals. At the workshop, and all in the same day, Mr. G. was able to hand his resume directly to an employer, secure an interview, and be ultimately hired with a starting salary of \$25 per hour. His new employer discussed the potential for a promotion in which he would have oversight of several projects and would earn a new salary of \$45 per hour. Mr. G. attributed his gainful employment and acquisition of new skills to the REA Program.

5.5 Veterans

A letter to the Governor from a grateful veteran

Westminster Disabled Veterans’ Outreach Program (DVOP) Representative, Kurt Hider, had assisted a veteran to secure employment, and this gentleman was so grateful that he forwarded the below letter:



Dear Sir/Madam,

I respectfully ask that this note be forwarded to the attention of Governor O’Malley for his personal review, because it is a reflection of his and Maryland’s attitude as it pertains to those who have served this country at home and abroad.

Dear Governor O’Malley,

I wish to thank and applaud Maryland’s Veterans support organizations and their personnel for their professional, unrelenting dedication to both their community and the many veterans whom they serve.

The extent and effectiveness of the various organizations’ outreach was immediately obvious to the writer, who was in need of a friend or organization to which he might turn in time of need. Kurt Hider and his Disabled Veterans Outreach Program offer such resources – blessings, if you will – when things are at critical mass.

While I shan’t elaborate on the many persons, businesses and contacts to whom I was introduced by Kurt, please know that many of my urgent and critical needs were met through the efforts of this man and his organization. His personal involvement on all fronts, at all levels, has enabled him to establish an amazing network of resources. It was my good fortune to be able to avail myself of many of them.

I could say so much more, but shall close by simply acknowledging and thanking Kurt Hider, the Veterans Employment and Training Services (part of the Maryland One Stop Offices throughout your state), Mr. George E. Kauffman, Area Supervisor for the Maryland Department of Veterans Affairs and a truly outstanding individual, and Kurt's many personal and business friends/associates in the Westminster area and beyond.

All are motivated, selfless forces representing your state and its citizens in a positive, caring manner to an extent like no other.

With humble thanks,

Tony Stewart

5.6 Reentry

Letter of Commendation for Ms. Venita Bocage, Offender Workforce Development Specialist (Baltimore Co.):

Mr. Jones, who is now employed, is looking to work with the BSR and DVOP to provide viable work opportunities for our reentry job seekers.

"I wanted to send this Letter of Commendation for Ms. Venita Bocage, OWDS, Reentry Transition Specialist. After being downsized from The Washington Post in June of 2010, I found myself on the job market for the first time in 15 years. Needless to say, I approached this transition in my professional career with a little angst, trepidation and a little fear given that I have not had to look for work in almost 2 decades. Upon meeting Ms. Bocage in October of 2010 at her Career Fair booth, she immediately jumped into action and gave me feedback on my resume as I stood in line for an interview with a prospective employer. Moreover, as she edited and annotated my resume line by line, she also elicited my professional interests, gave me advice on which exhibitors I should consider approaching and encouraged me to remain positive and focused. In addition, she also gave me her card and encouraged me to reach out to her and schedule an appointment for follow-up.

Once I followed up with Ms. Bocage, she provided me with a treasure trove of resources that were extremely useful! In fact, by virtue of my association with her, I was able to: 1) complete workshops on reentry tips and pointers, 2) attend resume writing seminars with Professional Outplacement Assistance Center (POAC), 3) obtain updates on employers who were interviewing at the Eastpoint Workforce Development site, and 4) receive listings of Career Fairs scheduled throughout the State of Maryland.

Simply put, Ms. Bocage was a tremendous asset in my quest to obtain employment in this incredibly competitive job market. Not only did she provide sound advice, she followed through on all tasks. Having her as a resource eased my transition, helped me remain positive despite my anxiety, and ultimately helped me land my new position as Sales Manager for Sales Focus, Inc. To say that I am excited is an understatement and I should also state that I never thought that I would obtain a "management" position again in this incredibly competitive economy.

In closing, you should know that Ms. Bocage is a tremendous asset to the Eastpointe Workforce Development Center and the State of Maryland. Her work ethic and commitment are to be commended and it is clear from my interactions with her that she is not only extremely knowledgeable but possesses a passion for what she does! As

a property owner and taxpayer, I am pleased to see my tax dollars being positively used to support the Reentry Program. Most importantly, given the condition of the local and national economies, as well as the number of individuals projected to be released from Correctional Facilities (State & Federal) in the next 2-4 years, the need for programs that provide Reentry services are clearly warranted and extremely helpful.

Lastly, **I have the opportunity to fill between 8 and 10 Sales Agent slots in my new position, and I look forward to working with your new BSR Representative and VA Representative Jorge Cruz to fill these positions.** In addition, please know that if there is ever anything I can do to support your programming efforts, I will do whatever I can to assist you and your team. To ensure that we can remain in touch, I have attached my resume which contains my contact information and work history.

Many thanks to Venita for a job exceptionally well done!

Mr. D. Jones

5.7 Summer Youth

Experience for our youth in work and in life (Baltimore County)

It was barely 10 a.m. Monday, July 18, supposedly the coolest day in a week that could see temperatures reach triple-digits, and the crew at Talmar Gardens and Horticultural Therapy Center, on Cromwell Bridge Road, was already feeling the effects of the heat.

Mark Fitch already needed to change his clothes, and Ronnie Hamilton held an empty Gatorade bottle in his hand as he wiped sweat off his brow with his hat.

But for the two teens, the experience gained this summer in the fields of Talmar Gardens, both social and work-related, will make the long, hot days more than worth it.

Fitch, 18; Hamilton, 19; and two other county teens are participating in this year's edition of the Summer Youth Employment Program, a Baltimore County government program that facilitates job opportunities for the county's special needs and at-risk youth.

Though the program is helping 124 teens this summer, the 2011 edition is smaller than previous years because of cutbacks in funding, primarily from the federal government.

Still, for those who have jobs through Summer Youth Employment, the program is a chance to gain some experience, self-esteem — and \$8 an hour, for 30 hours a week.

Though they both qualify for the program because they are developmentally disabled, there's no painting the two Parkville teens with a broad brush.

Hamilton, with a purple hat low on his forehead, is gregarious, finding time to talk with other volunteers and staff members at every turn.

Brindley Fisher, managing director of Talmar Gardens, said that one of the most exciting parts of her summer has been watching Hamilton work with groups of other volunteers.

"Relating to people is a strength of his," Fisher said. "He can be put with a group of five volunteers, and we can count on him to show them what to do. He's always done a good job, but he can also lead people and get

them excited about the work."

On July 18, Hamilton was so excited about the work that he couldn't stick to a single task for very long. After beginning the day mowing the fence line of the large flower garden, he spent time weeding and cutting flowers before requesting a "more masculine" task, a request Fisher received with a smile before sending him back to the garden for more flower-cutting.

Fitch is the quieter of the two. He spent Monday meticulously mowing around the smaller produce patch, showing a work ethic and dedication that has earned him admirers among the staff. He cuts flowers, pulls weeds and lays mulch: tasks he became familiar with while cleaning up a park behind his church, St. John's, for his Eagle Scout project.

"He can be quiet sometimes, but when he sees something that needs to be done, he does it," Fisher said. "He can finish things on his own."

Other than the air-conditioned trailer where participants have lunch and get a break from the heat, he said the best part of his days is cutting flowers.

"It's easy and relaxing," he said, "just sitting there and snipping flowers."

Cuts to the root

Fitch and Hamilton are two of 124 county youngsters participating in the program. That's much fewer than the 326 teens last year, when the program benefited from \$253,615 in federal money that was part of the federal stimulus package.

Last year, with that federal grant and money from various state sources, the program had \$523,932 overall, according to county officials.

This year, funding came only from the Maryland's Department of Social Services and State Department of Education's Division of Rehabilitation Services, a total of \$242,748. All participants were selected through those two agencies.

Still, the program provides a chance for what Barbara Woods, the county's youth services manager in the Workforce Development Division of the county Department of Economic Development, called, "the most underserved population in the community."

"We know how to run a program like this," said Edward Fangman, Chief of the Workforce Development Division. "Folks in this office, at their cores, have a desire to serve those who need it most."

It was the workforce development division that was responsible for sticking with the program this summer — even with the funding reductions.

According to Woods, the program wouldn't have happened at all without lobbying from the county to secure state assistance.

Yet, even in its trimmed-back model, participants have the chance to gain work experience and learn job skills at Talmar Gardens as well as other county businesses, such as the Pikesville Hilton and Atrium Village, both in Owings Mills.

Cultivating a partnership

Talmar participated in the Summer Youth Employment Program in its previous forms, with over a dozen at-risk youth participating in years past.

Officials there say they like the program because it's easy to participate — the county takes care of the employees' paperwork and payroll. That makes it a win-win: The flowers and produce grown and cultivated are sold, with the proceeds going back into operating the garden.

And in Fitch, Hamilton, and two others who work there through the program this year, Talmar Gardens has what Executive Director Cate Murphy calls her "best group ever."

"They're really focused and really want to be doing what they're doing here," Murphy said. "These guys love what they're doing, and they want to succeed."

When one of them is motivated and working hard, the rest will follow suit, she said.

"If you love the people you're working with and love where you work, you're going to be happy," Murphy said. "That makes all the difference in the world."

"They feel good about themselves," she added. "They're showing that people with disabilities are employable."

5.8 New Economy

Employment by participating in Trade Adjustment Assistance Program (Lower Shore)

Antonio Copes found himself unemployed after eleven years at Powerwave Technologies in Salisbury, MD due to the business closing in 2008. Powerwave was certified as a Trade impacted company, therefore allowing Mr. Copes eligibility for benefits and services provided by the Trade Adjustment Assistance Program (TAA).

Mr. Copes, who was a high school graduate with a few college credits at the time, made the decision to pursue a new career "to better provide for his family." Working with a Case Manager from the Lower Shore Workforce System, Antonio was able to utilize TAA training funds to enroll at WorWic Community College. The case manager also assisted the client in filing for unemployment insurance benefits which contributed to supporting his family while he attended training. The case manager completed a training waiver on Antonio which allowed him to focus on the training without the requirement of making weekly job contacts to maintain his eligibility for unemployment insurance. On May 12, 2010 Antonio received a Certificate of Proficiency degree in Hotel Motel Restaurant Management.

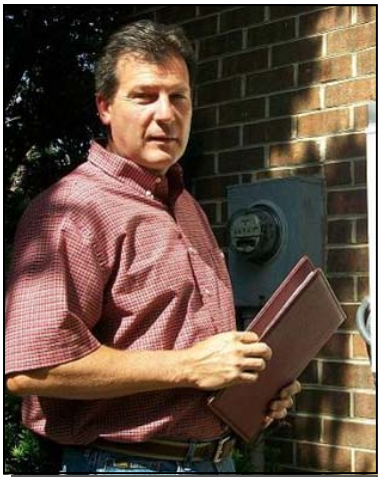
As a result of Mr. Cope's determination and commitment to a goal, he was able to take advantage of opportunities afforded to him by the TRADE program after losing employment with Powerwave. The skills he gained in his TAA funded training resulted in a job as an Assistant Manager at Wendy's Restaurant in Salisbury, MD. He now enjoys the benefits of employment and is reaching back to assist job seekers by accepting referrals for employment from the One Stop Career Center in his capacity as Wendy's management staff.

5.9 Green Jobs

Phil's story is a good example of the "new economy" showing up in Western MD. Phil received training through the Western MD Consortium initially as a dislocated worker. After completing training in the alternative energy field, he started his own business. He further utilized the MD Business Works program to further upgrade his skill base in green energy, and his business is thriving. He remains active doing solar installations and other related projects in the area. Phil's story was originally included in last year's report and we are pleased to have followed his continued success throughout the year.

After a successful career as an executive for two large companies in Western Maryland, Phil Kelly wanted to be his own boss. When the economic downturn derailed his plans, he contacted the Western Maryland Consortium (WMC) for help. He's now a business owner, working in the fast-growing energy efficiency field.

In his first job after college, Kelly worked for Allegheny Power as a Residential Conservation Specialist. "That was my first exposure to energy and conservation," he recalled. "I learned all about energy and heat transfer and even solar, way back then." Fifteen years later, he left Allegheny Power for Citicorp Credit Services, where he was the Director of Public Affairs and Communications for Citicorp's local credit card operation. "Although I enjoyed my time with Citicorp, I wanted to do something different." He left his executive position to join a small electrical construction company as operations manager, intending to learn the business and eventually purchase it when the owner retired. When the recession hit the construction industry hard, it was clear that the owner wouldn't be retiring any time soon, nor could he afford to keep everyone on staff. Kelly had been researching opportunities in energy efficiency and renewable energy, so when he was eventually laid off, he had a plan.



"I'd never been a business owner and entrepreneur before, so I took a big leap" by starting a business, especially during a sour economy. Even with an MBA and several decades of solid work experience, he needed help to turn his plans into reality. So, in April 2009, he turned to the workforce investment system. Kelly knew about WMC through volunteer leadership positions he'd held over the years; he had chaired the Hagerstown-Washington County Chamber of Commerce and the local United Way Campaign.

"Back when I was forming my company, I had no income," Kelly said. "But you can't get started without the appropriate training. So I contacted Cathy Bergeman at the Western Maryland Consortium."

As a displaced worker, Kelly qualified for retraining assistance. WMC paid for several technical training courses: Solar Success for Start-Ups, a CEU course through NABCEP (North American Board of Certified Energy Practitioners), and Introduction to Wind Systems, through the Midwest Renewable Energy Association. Once he set up his company, Millennium 3 Energy (www.m3-energy.com), he was eligible for help from the Maryland Business Works Program, which subsidized two more courses – a retrofit lighting course, and a residential PV [photovoltaic] and wind generation systems course – that prepared him to pass NABCEP's solar PV exam.

Today, Kelly is well on his way. “I have several very promising projects underway, and I am an active and qualified installer of solar PV energy systems. In this fast-growing industry, I learn something new every day. So, to stay knowledgeable and to gain customers’ confidence, I continue to seek training opportunities.”

Kelly is committed to helping Western Maryland get smarter about energy. He’s developed a PowerPoint presentation about the nation’s energy challenges that he has presented at the Chamber of Commerce and at various service clubs, and has been a guest speaker for Hagerstown Community College’s renewable energy degree program.

WMC’s Bergeman expects Kelly will eventually hire additional workers through the Consortium. And indeed, that is Kelly’s plan. Right now, he’s working with partner companies, but he predicts that “a year or two from now I’ll probably need people – someone to help in the office, and solar installers. They expect the solar installation business to grow 40 to 50 percent a year.”

“The best thing about the WMC folks was that they understood that I was a guy trying to start something new in the green energy field, and they knew that was a good thing, so they tried to find ways to help. They didn’t just drop me once I became a struggling new business – they continued to help. They responded better than almost any organization I’ve worked with in my new venture. WMC and the State’s workforce development team gave me just the right kind of support that the burgeoning renewable energy industry needs.”

5.10 Assisting Job Seekers with Disabilities

Partnering with Maryland Department of Disabilities (MDoD) to assist in job placement

Due to a primary partnership between DLLR-DWDAL and the Maryland Department of Disabilities, a series of five Community Service Provider Open House events were held at One Stop Career Centers in Easton, Baltimore City, Waldorf, Bel Air, and Largo during the months of March and April 2011. These events were designed to encourage effective use of One Stop Career Centers by Community Service Providers (CSPs) specializing in job placement of job seekers with disabilities. Further, the events were prime opportunities to create meaningful connections and partnerships between two employment and training communities, both assisting Marylanders in finding jobs. Overall, over 90 employment professionals from 45 Community Service Providers attended these Open House Events.

Each of the five One Stop Career Centers partnered with their local Division of Rehabilitation Services (DORS) to customize their own local event, with a general set of common goals. To kick-off the Easton Career Center event, Doris Mason, Upper Shore LEA, provided the CSP attendees with a thorough overview of One Stop Career Center services, programs, tools, and resources as well as a general overview of the economic and workforce climate of the Upper Shore region. During the Baltimore City One Stop Career Center event, CSP attendees took a comprehensive tour of the Eastside Career Center given by Center

Director, Craig Lewis, who highlighted their Digital Learning Lab and other high tech computer labs for job search, on-line learning, and computer classes. A unique component of the event in Waldorf coincided with their ribbon-cutting ceremony, celebrating the kick-off of Southern Maryland's Mobile Career Center Unit, equipped with a wheelchair lift. CSP attendees of this event received a tour of the Mobile Career Center Unit, given by Charlotte Harris, Center Director. During the Bel Air event, Bruce England, Susquehanna Region's WIA Director, provided detailed information about services and workforce products offered to businesses in the region, including a description of their regional Business Services meetings attended by DORS as well as several other local agencies, businesses and partners. At the Largo Career Center event, Dimitra Johnson, DLLR, provided CSP attendees with training about the new Maryland Workforce Exchange Virtual One Stop System (MWE-VOS), highlighting the Resume Wizard tool as the premier resume writing tool. This portion of the event encouraged CSP attendees to actively enroll their job seekers with disabilities into the system and build their resumes using the Resume Wizard.

Throughout all of the events, CSP attendees and One Stop Career Center staff engaged in open dialog about how these two communities can partner in meaningful, creative, and effective ways. As a result of these sessions, three guidance documents were created then distributed to all CSP attendees: Community Service Providers: Suggested Activities for Success; Career Development Programs Utilization of One Stop Career Centers; and a MWE-VOS Fact Sheet for Community Service Providers. The events were a tremendous success, providing both CSPs and One Stop Career Centers with a deeper understanding of each others' operations and how to partner effectively. For example, Tanya Anderson from Prince George's County Workforce Services commented that the CSPs in her local community are following the utilization of One Stop Career Center guidance, thus allowing more job seekers with disabilities to access the services, tools, and resources at the Largo Career Center. In the Susquehanna region, a subsequent training event, convened by the Harford County Commission on Disabilities Employment Committee, provided a more in-depth MWE-VOS training for CSPs given by Jackie Angerhofer from the Susquehanna Workforce Network.

5.11 Temporary Assistance to Needy Families (TANF)

Tapped for the Future (Prince George's County)

Marco C. (42) was unemployed for more than two years and receiving Temporary Cash Assistance (TCA). His wife had been having severe health problems and subsequently passed away during his time in the program. Marco had quite a limited English proficiency and needed his GED desperately in order to move forward professionally. Luckily, Marco remained cooperative and very determined. With over 20 years of experience in the construction industry, it seemed a natural, progression to enroll Marco in a Building Maintenance program in addition to ESL and GED classes. Marco successfully completed all of his classes, upon which time he attended workshops at the One Stop Career Center and engaged in an independent job search while maintaining constant contact with his Career Consultant. Ultimately, he was hired full-time as a professional painter by Ryderwood Village. Despite his rough start and unfortunate loss, Marco is extremely pleased with the outcome and is faring well in his new job. As a direct result, Marco is now able to sustain his family and is no longer receiving TCA.

Assistance through a difficult time (Susquehanna Region)

Upon entry into the program, Melvin B. (56) was unemployed for two years. In his former job, he had earned an annual salary of \$120,000 per year. His severance package had long been exhausted, as were his unemployment benefits. Unfortunately, Melvin's financial status was such that it became necessary to sell many of his possessions to survive. He was supporting his wife and two children and was renting a bedroom at a friend's house for \$500 per month. Because his attitude about his situation was so incredibly positive, Melvin often invoked his peers to have more positive attitudes as well. Due to his background was in Upper Management, Melvin often nicely pointed out to other clients why their particular attitudes were likely preventing them from obtaining and maintaining employment. Although a constant encourager, Melvin was definitely *not* satisfied with his current situation but was indeed thankful for the existence of the program. He was able to complete a Work Experience (WEX) assignment at the Help Center. While the experience was positive because it kept him busy, the staff probably learned more from Melvin than he did from the staff. As it turns out, the WEX activities ended up providing Melvin with the clarity he seemingly needed. Involvement in the program became invaluable as his family was literally within three (3) days of being homeless when a job offer came thru. With this news, a one-month extension was granted to stay in the room he and his family were renting. Melvin was certainly appreciative for all the assistance provided and the support he received through this most difficult time. Employed in May 2011 at a salary of \$60,000 per year, Melvin is now on the fast track to be promoted within one year after training completion. Once this happens, Melvin's salary will increase to a whopping \$100,000 per year. He's back!

6 Labor Market and Economic Outlook

6.1 Maryland Job Market Update 2011

Background and National Overview

In June 2009 the U.S. economy reached a trough in the business cycle (as determined by the National Bureau of Economic Research), ending a recession that began in December 2007, and marking the resurgence of economic growth. The eighteen month downturn—notable for its length, breadth, and depth—produced widespread job loss and a significant escalation in unemployment. The recession had found its roots as the national housing market began to collapse, was deepened by high energy prices, and further intensified by turmoil in the financial markets. Recovery has so far been rather modest.

Nonfarm payroll employment losses at the beginning of the downturn were concentrated in the cyclically-sensitive manufacturing and construction sectors but soon spread to the troubled financial industry and eventually nearly the entire economy. The services-providing sector, which has been expanding its share of the economy for decades, was affected on a much larger scale than in previous recessions. Total U.S. employment fell steeply, and continued to decline after the recession ended, reaching its lowest point in February 2010—8.8 million jobs below its pre-recession peak. Since then, employment has increased in all but three months (seasonally adjusted), including the last nine consecutive months, though gains have varied widely.

In the months preceding the recession's start, U.S. unemployment had fallen to as low as 4.4% (seasonally

adjusted), only to begin a climb that topped out at 10.1% in October 2009, months after the recession concluded. Joblessness averaged 9.3% in 2009, rising to 9.6% in 2010. More than 14.8 million individuals were out of work in 2010—over twice the number recorded in 2007 when the recession began. Unemployment has been trending downward, though somewhat erratically, since its October 2009 peak. The lowest post-recession level was 8.8% in March 2011. The most recent U.S. rate in July was 9.1%.

Maryland

Maryland's relatively stable economy tends to weather economic downturns more favorably than much of the country, buoyed by a services-dominated job market, a sizable federal government presence, a large share of professional / technical employment, and a well-educated labor force—all factors that help moderate the business cycle. State unemployment tends to have less seasonal volatility than many areas and consistently falls below the national average. Throughout most of the 2000's job growth was steady, with payroll employment reaching a pre-recession peak of nearly 2,547,000 in 2007. Joblessness was on the decline, attaining an annual low of 3.6 in 2007.

The state's job market, however, has been strongly impacted by the recent recession and its aftermath. Employment fell by over 76,000 in 2009 and 6,500 in 2010 as job losses were recorded throughout nearly all of the private sector. Unemployment rose from an annual average of 4.4% in 2008, to 7.1% in 2009, and 7.5% in 2010. All local jurisdictions and Workforce Investment Areas (WIA's) have been affected to varying degrees by job decline and higher unemployment.

There is room for cautious optimism, however, as recent statewide labor market indicators appear to be moving in a more positive direction. Monthly jobless rates began trending downward year over year beginning in October 2010. Year to year monthly employment totals posted gains starting in the second half of 2010, but have been inconsistent in 2011. Unemployment insurance claims activity has slowed.

Maryland Employment and Wage Trends

Maryland payroll employment averaged over 2,454,000 in 2010, as reported by employers' quarterly unemployment insurance tax reports. This marked a net loss of 6,500 jobs (-0.3%) over the year—a decline of 13,700 in the private sector and a gain of nearly 7,200 in government. Although the third straight year employment has fallen, this was nonetheless an improvement over 2009 when jobs receded by over 76,400 (-3.0%).

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Maryland Payroll Employment 2009 - 2010 Annual Averages				
Industry	Employment		Change 2009-2010	
	2009	2010	#	%
TOTAL EMPLOYMENT	2,460,972	2,454,418	-6,554	-0.3
Total Private Sector	1,984,054	1,970,310	-13,744	-0.7
Natural Resources & Mining	6,428	6,520	92	1.4
Construction	153,122	142,774	-10,348	-6.8
Manufacturing	118,707	115,086	-3,621	-3.1
Trade, Transportation & Utilities	436,545	434,661	-1,884	-0.4
Wholesale Trade	87,975	85,512	-2,463	-2.8
Retail Trade	276,719	277,335	616	0.2
Transportation & Warehousing	61,749	62,093	344	0.6
Utilities	10,102	9,721	-381	-3.8
Information	46,513	43,830	-2,683	-5.8
Financial Activities	141,937	138,000	-3,937	-2.8
Finance & Insurance	98,892	95,808	-3,084	-3.1
Real Estate & Rental & Leasing	43,045	42,192	-853	-2.0
Professional & Business Services	384,033	386,796	2,763	0.7
Professional, Scientific & Technical Svcs.	224,170	224,223	53	0.0
Management of Companies & Enterprises	20,222	19,546	-676	-3.3
Administrative & Support Svcs. & Waste Mgmt.	139,641	143,027	3,386	2.4
Education, Health Care & Social Assistance	378,238	385,013	6,775	1.8
Educational Services	59,473	60,117	644	1.1
Health Care & Social Assistance	318,765	324,896	6,131	1.9
Leisure & Hospitality	230,220	229,797	-423	-0.2
Arts, Entertainment & Recreation	35,221	35,532	311	0.9
Accommodation & Food Services	194,999	194,265	-734	-0.4
Other Services	87,816	87,759	-57	-0.1
Unclassified	495	74	-421	-85.1
Government	476,918	484,108	7,190	1.5
Federal	131,862	139,927	8,065	6.1
State	100,190	102,312	2,122	2.1
Local	244,866	241,869	-2,997	-1.2

Source: Quarterly Census of Employment & Wages

Industries with the Largest Employment Change 2009-2010 Maryland			
Growth		Decline	
Ambulatory health care services	4,160	Specialty trade contractors	-6,660
National security & international affairs	2,792	Construction of buildings	-2,452
Administration of economic programs	2,473	Credit intermediation & related activities	-2,023
Justice, public order & safety activities	2,414	Executive, legislative & general government	-1,722
Administrative & support services	2,323	Merchant wholesalers, durable goods	-1,682
Administration of human resource programs	2,318	Heavy & civil engineering construction	-1,380
Professional & technical services	1,537	Printing & related support activities	-1,321
Hospitals	1,074	Telecommunications	-1,136
		Management of companies & enterprises	-1,126
		Merchant wholesalers, nondurable goods	-1,051

Source: Quarterly Census of Employment & Wages Note: Industries include all ownerships, public & private.

Over the year job losses occurred throughout the economy, but some growth was also recorded. Construction lost more than 10,000 jobs, with all subsectors (building construction, heavy/civil engineering, and specialty trades) heavily impacted. Manufacturing receded by 3,600. Losses were widespread throughout the sector, with printing and related activities, an industry undergoing significant structural changes, absorbing about one-third of the decline. A few manufacturers added jobs. Trade, Transportation and Utilities, the state's largest aggregate sector, declined by nearly 1,900. Wholesalers of both durable and nondurable goods sustained significant losses, but some retailers expanded, most notably general merchandise stores and electronics and appliance stores. The relatively small Information sector fell by nearly 2,700 positions, primarily in telecommunications, and publishing industries. Leisure and Hospitality declined by about 400 jobs net, though some were added in arts, entertainment and recreation.

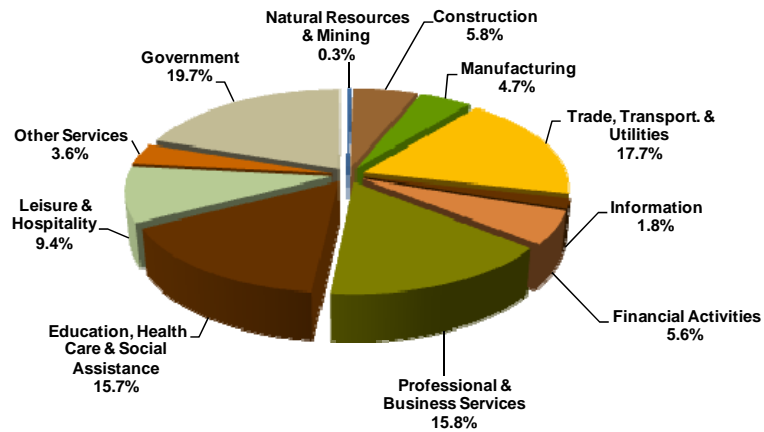
Net job gains were posted in two of Maryland's largest industry divisions—Professional and Business Services, and Education, Health Care and Social Assistance. The former added over 2,700 jobs in 2010, primarily in administrative and support services, and waste management and remediation. The latter increased by nearly 2,800 positions, for the strongest growth rate of any sector. Ambulatory health care and hospitals were big gainers. Health care is one component of the economy that continued to expand throughout the recession.

Maryland's job market is strongly services-oriented—about 89% of payroll employment was services-providing in 2010. Service-providers were the dominant source of job growth prior to the recession and advanced some during the downturn. Manufacturing had been declining before the recession, and along with construction, the state's other major goods-producer, was severely impacted by the contraction. These trends have helped shift the job market further towards a services economy.

The public sector plays a vital role in the state's economy. Almost one out of five jobs was in government in 2010. Nationally, about 17% of payroll employment is in government. Overall, Maryland public employment increased between 2009 and 2010, though local government declined. During the first half of the year Federal government was boosted by the addition of temporary decennial Census workers. Due to the state's proximity to the Nation's Capital, a number of federal agencies have established headquarters in the Maryland suburbs. Federal employment (and contracting) is generally little impacted by economic downturns, and thus helps mitigate a recession's toll.

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**Employment Distribution by Industry Sector
 Maryland -- 2010**



Analysis of Maryland's industry composition at a more detailed level reveals the importance of a well-educated workforce to the job market. The top two industry groups, education, and professional and technical services, comprising more than 480,000 positions, usually require at least some college for many positions. Three of the top eight industries are in health care, where some post-secondary education is often necessary. But the largest industries also represent a wide variety of skill and education levels, indicating an ongoing need for a workforce diverse in interests, abilities, and training.

Largest Industries & Wages Maryland, 2010 Annual Averages			
NAICS Code	Industry Title	Employment	Avg. Wkly. Wage
611	Educational services	250,086	\$959
541	Professional & technical services	231,517	1,619
722	Food services & drinking places	171,197	319
561	Administrative & support services	134,582	691
622	Hospitals	111,193	1,034
621	Ambulatory health care services	110,197	1,128
238	Specialty trade contractors	97,655	1,009
623	Nursing & residential care facilities	70,718	601
921	Executive, legislative & general government	70,181	1,076
445	Food & beverage stores	65,038	482
923	Administration of human resource programs	62,677	1,596
452	General merchandise stores	51,093	391
624	Social assistance	46,307	519
522	Credit intermediation & related activities	46,191	1,136
423	Merchant wholesalers, durable goods	43,319	1,394

Source: Quarterly Census of Employment & Wages

Note: Industry groups include all ownerships, public and private.

The value of nonfarm payroll employment rose in 2010 despite lower employment numbers. Total and average weekly wages both advanced. Total payrolls increased by more than \$2.485 billion (up 2%) to over \$127 billion. The average weekly wage climbed from \$973 to \$995. All private industry sectors with the exception of Construction and Information posted gains in total wages paid. Federal government payrolls were up; state and local government payrolls declined. The average weekly wage rose for all industry sectors, private and public, with the exception of state government, which fell.

Total & Average Weekly Wages by Industry Sector, Maryland 2009-2010				
Industry Sector	Total Wages		Avg. Weekly Wage	
	2009	2010	2009	2010
TOTAL, All Industries	\$124,515,891,102	\$127,000,916,857	\$973	\$995
Total Private Sector	95,872,807,666	97,508,908,418	929	952
Natural Resources & Mining	226,884,381	235,225,365	679	694
Construction	8,200,749,755	7,711,010,519	1,030	1,039
Manufacturing	7,502,332,459	7,588,426,942	1,215	1,268
Trade, Transportation & Utilities	17,062,305,328	17,386,662,536	752	769
Information	3,197,305,388	3,181,187,513	1,322	1,396
Financial Activities	9,740,038,543	9,944,210,106	1,320	1,386
Professional & Business Services	25,160,425,218	26,077,142,501	1,260	1,297
Education, Health Care & Social Assistance	17,518,702,994	17,929,167,328	891	896
Leisure & Hospitality	4,342,320,247	4,447,831,702	363	372
Other Services	2,894,475,702	3,002,450,475	634	658
Government	28,643,083,436	29,492,008,439	1,155	1,172
Federal	11,439,794,447	12,435,209,692	1,668	1,709
State	4,943,589,223	4,881,501,465	949	918
Local	12,259,699,766	12,175,297,282	963	968

Source: Quarterly Census of Employment & Wages

Employment and Wage Trends by Workforce Area

Four of Maryland's twelve Workforce Investment Areas (WIA's) recorded employment growth in 2010, including: Mid-Maryland (1,171), Southern Maryland (521), Western Maryland (508), and Baltimore City (284). The remaining areas all posted net losses. The greatest numerical job loss was in Prince George's County, -4,380 jobs (-1.4%); the highest rate of decline, -1.9% (-2,120 jobs) was in Susquehanna.

Payroll Employment by Workforce Investment Area 2009 - 2010 Annual Averages				
Area	Total Employment		2009-2010 Change	
	2009	2010	#	%
Anne Arundel County	226,903	226,564	-339	-0.1
Baltimore City	326,235	326,519	284	0.1
Baltimore County	364,259	361,429	-2,830	-0.8
Frederick County	91,886	91,681	-205	-0.2
Lower Shore	74,713	73,330	-1,383	-1.9
Mid Maryland	198,882	200,053	1,171	0.6
Montgomery County	442,515	441,583	-932	-0.2
Prince George's County	303,607	299,227	-4,380	-1.4
Southern Maryland	102,160	102,681	521	0.5
Susquehanna	110,696	108,576	-2,120	-1.9
Upper Shore	59,311	58,353	-958	-1.6
Western Maryland	104,237	104,745	508	0.5

Source: Quarterly Census of Employment & Wages

The largest employers in the Workforce Areas were for the most part a reflection of the state's top industries. Educational services, usually among the higher-paying industries, ranked first or second in all WIA's except in Anne Arundel where it was third. Also at or near the top was food services and drinking places, usually the lowest-paying industry (mainly due to the predominance of part time employment).

Anne Arundel County			
NAICS Code	Industry Title	Employment	Weekly Wage
722	Food services & drinking places	21,241	\$358
541	Professional & technical services	19,780	1,631
611	Educational services	17,422	997
561	Administrative & support services	11,783	838
621	Ambulatory health care services	9,967	1,114
334	Computer & electronic product manufacturing	9,300	2,268
238	Specialty trade contractors	9,087	1,041
921	Executive, legislative & general government	8,021	982
622	Hospitals	6,319	968
445	Food & beverage stores	6,250	507

Baltimore County			
NAICS Code	Industry Title	Employment	Weekly Wage
611	Educational services	48,551	\$1,162
622	Hospitals	46,218	1,094
541	Professional & technical services	18,390	1,610
722	Food services & drinking places	16,593	372
561	Administrative & support services	15,486	606
621	Ambulatory health care services	14,360	1,280
922	Justice, public order & safety activities	13,752	1,093
923	Administration of human resource programs	12,886	993
926	Administration of economic programs	9,326	910
624	Social assistance	7,769	652

Baltimore City			
NAICS Code	Industry Title	Employment	Weekly Wage
611	Educational services	48,551	\$1,162
622	Hospitals	46,218	1,094
541	Professional & technical services	18,390	1,610
722	Food services & drinking places	16,593	372
561	Administrative & support services	15,486	606
621	Ambulatory health care services	14,360	1,280
922	Justice, public order & safety activities	13,752	1,093
923	Administration of human resource programs	12,886	993
926	Administration of economic programs	9,326	910
624	Social assistance	7,769	652

Frederick County			
NAICS Code	Industry Title	Employment	Weekly Wage
541	Professional & technical services	11,846	\$1,547
611	Educational services	9,883	804
722	Food services & drinking places	7,366	302
238	Specialty trade contractors	4,933	921
522	Credit intermediation & related activities	4,541	979
561	Administrative & support services	4,200	681
621	Ambulatory health care services	3,753	1,060
921	Executive, legislative & general government	3,669	891
445	Food & beverage stores	2,605	479
452	General merchandise stores	2,460	417

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Lower Shore			
NAICS Code	Industry Title	Employment	Weekly Wage
722	Food services & drinking places	8,690	\$298
611	Educational services	7,891	803
622	Hospitals	4,060	900
621	Ambulatory health care services	3,454	1,171
921	Executive, legislative & general government	2,969	770
721	Accommodation	2,847	406
452	General merchandise stores	2,564	365
623	Nursing & residential care facilities	2,381	546
561	Administrative & support services	2,346	541
238	Specialty trade contractors	2,286	821

Mid Maryland			
NAICS Code	Industry Title	Employment	Weekly Wage
541	Professional & technical services	27,745	\$1,751
611	Educational services	19,517	858
722	Food services & drinking places	14,070	301
561	Administrative & support services	11,703	727
238	Specialty trade contractors	10,628	980
621	Ambulatory health care services	7,089	1,050
424	Merchant wholesalers, nondurable goods	6,544	990
423	Merchant wholesalers, durable goods	6,427	1,698
445	Food & beverage stores	5,911	461
622	Hospitals	5,417	902

Montgomery County			
NAICS Code	Industry Title	Employment	Weekly Wage
541	Professional and technical services	65,102	\$1,783
611	Educational services	32,586	1,095
561	Administrative & support services	29,207	740
923	Administration of human resource programs	27,758	1,988
722	Food services & drinking places	26,366	349
621	Ambulatory health care services	23,357	1,276
623	Nursing & residential care facilities	13,010	586
238	Specialty trade contractors	12,946	1,010
622	Hospitals	12,625	1,162
921	Executive, legislative & general government	11,056	1,116

Prince George's County			
NAICS Code	Industry Title	Employment	Weekly Wage
611	Educational services	41,422	\$924
541	Professional & technical services	20,998	1,569
238	Specialty trade contractors	20,085	1,117
722	Food services & drinking places	19,970	302
561	Administrative & support services	15,780	679
921	Executive, legislative & general government	13,804	1,475
621	Ambulatory health care services	10,242	1,093
445	Food & beverage stores	9,507	547
926	Administration of economic programs	8,214	1,641
623	Nursing & residential care facilities	6,673	613

Southern Maryland			
NAICS Code	Industry Title	Employment	Weekly Wage
541	Professional & technical services	11,843	\$1,469
611	Educational services	11,326	920
722	Food services & drinking places	9,842	266
928	National security & international affairs	9,700	1,924
238	Specialty trade contractors	4,303	893
621	Ambulatory health care services	4,292	1,023
452	General merchandise stores	3,955	366
921	Executive, legislative & general government	3,953	889
445	Food & beverage stores	3,751	448
561	Administrative & support services	3,086	697

Susquehanna			
NAICS Code	Industry Title	Employment	Weekly Wage
611	Educational services	10,912	\$819
722	Food services & drinking places	8,804	270
928	National security & international affairs	8,503	1,746
541	Professional & technical services	7,396	1,275
622	Hospitals	5,026	978
445	Food & beverage stores	4,415	383
238	Specialty trade contractors	4,062	833
621	Ambulatory health care services	4,031	877
561	Administrative & support services	3,313	564
452	General merchandise stores	3,277	393

Upper Shore			
NAICS Code	Industry Title	Employment	Weekly Wage
611	Educational services	6,030	\$826
722	Food services & drinking places	5,257	290
621	Ambulatory health care services	2,535	1,014
541	Professional & technical services	2,524	1,047
921	Executive, legislative & general government	2,519	754
622	Hospitals	2,495	885
623	Nursing & residential care facilities	2,397	524
311	Food manufacturing	2,177	582
238	Specialty trade contractors	2,064	769
445	Food & beverage stores	1,933	400

Western Maryland			
NAICS Code	Industry Title	Employment	Weekly Wage
611	Educational services	8,895	\$778
722	Food services & drinking places	8,059	252
522	Credit intermediation & related activities	5,652	798
622	Hospitals	5,642	839
623	Nursing & residential care facilities	5,288	553
621	Ambulatory health care services	5,287	997
561	Administrative & support services	4,235	417
238	Specialty trade contractors	3,318	847
922	Justice, public order & safety activities	3,172	864
452	General merchandise stores	2,995	347

Source: Quarterly Census of Employment & Wages

Note: Industry groups include all ownerships, public and private.

Maryland Labor Force and Unemployment Trends

The labor force totaled 2,980,772 persons in 2010, down 20,008 from 2009 as the number of employed fell by 28,052 and the jobless ranks grew by 8,044—up 3.7% over the year. This marks the third consecutive year that

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the labor force has declined, and the number of unemployed has risen. The annual jobless rate increased from 7.1% to 7.5%, continuing to trend upward after a trough in 2007. Maryland has been following the path of U.S. economy, but on a more positive level. U.S. unemployment reached 9.6% in 2010, up from 9.3% in 2009. The state's jobless rate typically falls below the national level. Maryland ranked 14th lowest in state jobless rates in 2010.

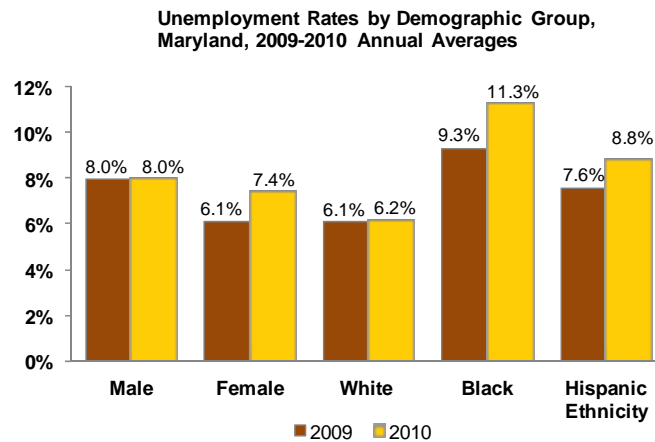
On a monthly basis, the state unemployment rate (seasonally adjusted), showed little change during 2010. Peaking at 7.7% in January, the rate inched downward to 7.4% in May, and remained at that level through December. January 2010, seven months after the recession ended, appears to have been the highest point for both the unemployment rate and the number of unemployed since the downturn began.

Labor Force Status				
Maryland	Annual Average		Change	
	2009	2010	#	%
Civilian Labor Force	3,000,780	2,980,772	-20,008	-0.7%
Employment	2,786,271	2,758,219	-28,052	-1.0%
Unemployment	214,509	222,553	8,044	3.7%
Unemployment Rate	7.1%	7.5%	-	-
U.S. Rate	9.3%	9.6%	-	-

Source: Local Area Unemployment Statistics & Current Population Survey

The impact of unemployment varies among demographic groups. The recession and slow recovery have exaggerated this trend. Differences in education levels of and the types of industries and occupations typically held by group members affect job market experiences. Those more likely to work in cyclically-sensitive jobs experience disproportionately more unemployment during a recession and its aftermath. The higher one's education level, the less likely a person is to be unemployed.

In 2010 jobless rates continued their upward trend for all population groups except males, whose rate stabilized. Prior to 2008 unemployment was higher for women than men, but sizable job losses in construction and manufacturing, where men dominate, combined with continued growth in health care and education, mostly staffed by women, among other factors, provided a statistical advantage to female workers. Minority workers, often employed in blue collar and other recession-affected jobs, have been strongly impacted by the slowdown.



Source: Current Population Survey

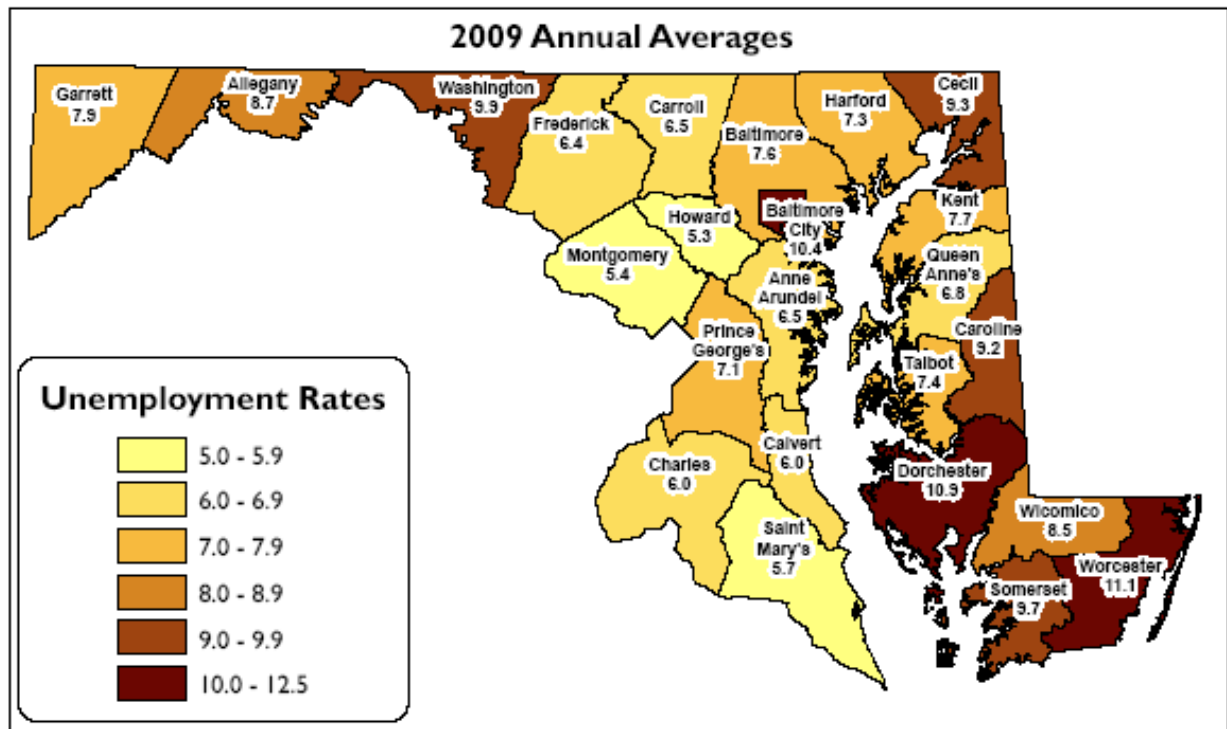
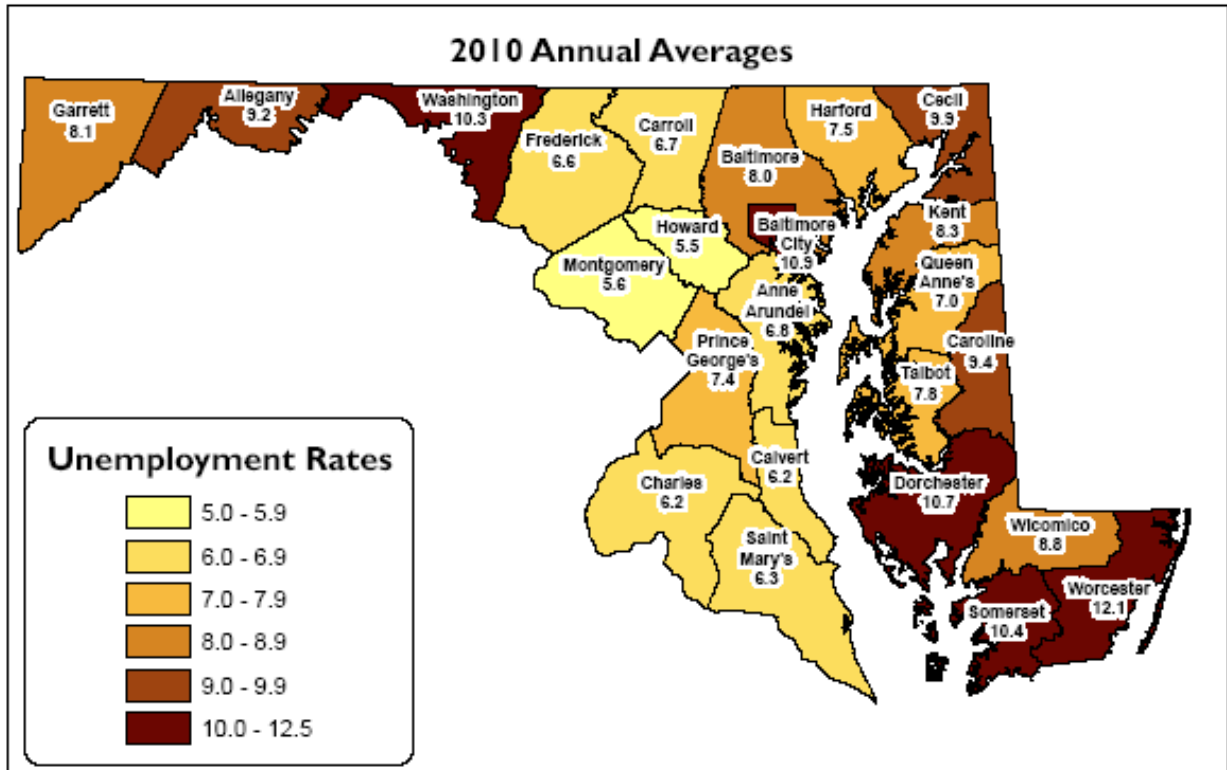
Age is a salient factor in joblessness. Teenage workers sustain the highest rates (23.0% in 2010). Older, more experienced workers fare better (5.7% for ages 35-44 and 55-64 in 2010).

Local Area Labor Force and Unemployment Trends

The effects of a sluggish economy were apparent throughout the state in 2010. A few counties saw marginal gains in resident employment. Almost all expanded their jobless ranks. Local area unemployment rates varied significantly. All jurisdictions recorded higher jobless rates except Dorchester County which dropped 0.2 percentage points to 10.7%. Joblessness ranged from lows of 5.5% in Howard and 5.6% in Montgomery, to highs of 12.1% in Worcester and 10.9% in Baltimore City.

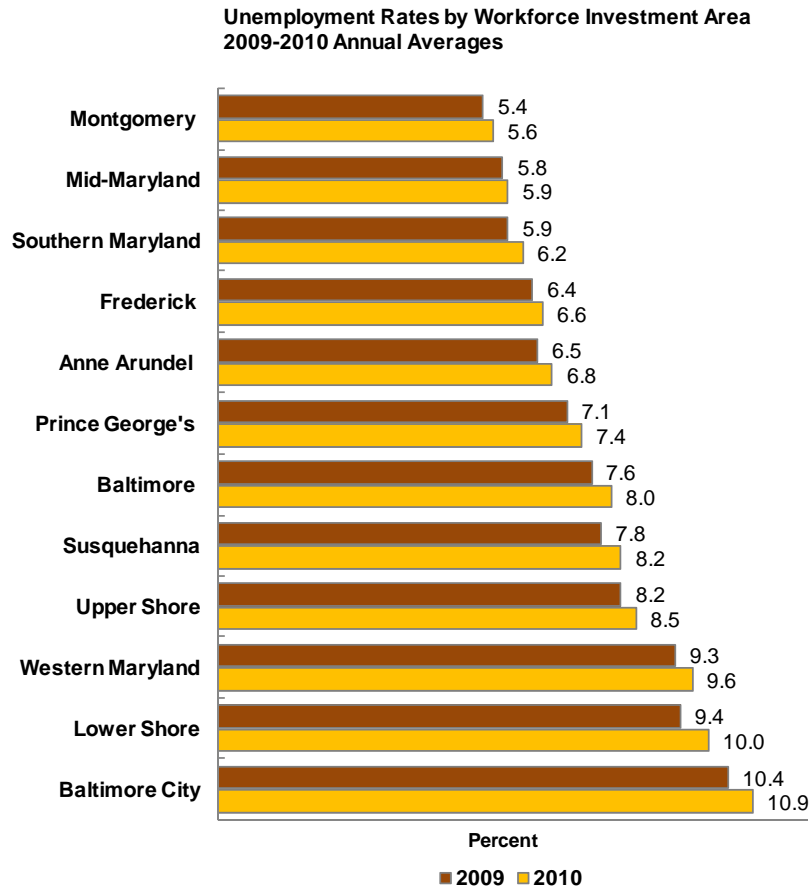
Labor force participation declined in most localities, though six Eastern Shore counties—Caroline, Dorchester, Kent, Somerset, Talbot and Worcester, along with Garrett in western Maryland—expanded their labor force. Caroline, Dorchester, Garrett, Kent, and Talbot—all relatively small counties—added employment. Resident employment declines were greatest in Prince George’s (-4,714) and Baltimore Counties (-4,682). Dorchester was the only jurisdiction to post a reduction (-23) in the number of jobless. The largest increases in unemployment occurred in Baltimore (up 1,511) and Prince George’s (up 1,331)—two of the state’s three largest counties.

Unemployment Rates by County



Source: Maryland Department of Labor, Licensing & Regulation, Office of Workforce Information & Performance

Labor force totals declined over the year in all Workforce Investment Areas, with the exception of the Upper Shore. The area's labor force grew slightly as both employment and unemployment rose—the former only marginally. Resident employment was down and unemployment increased in all other WIA's. Jobless rates climbed in each of the WIA's, though minimally in Mid-Maryland (up 0.1% to 5.9%). Unemployment was lowest in Montgomery County, topping out in Baltimore City.



Source: Local Area Unemployment Statistics

Unemployment Insurance Claims and Layoff Activities

Unemployment insurance claims filed against the Maryland tax fund slowed significantly in 2010, after having accelerated in 2009. Initial claims fell by 39,464 (-9.5%) to 376,836. Weeks compensated decreased 595,860 (-16.9%) to 2,919,618. Final pays (claimants exhausting benefits) declined 9,254 (9.9%) to 84,093. Total benefits paid by the Maryland UI fund were down by \$168,123,235 (15.7%) to \$900,650,743. All numbers for 2010 remained well above figures for 2008 but clearly trends were positive.

Data from the mass layoffs statistics program also improved. A mass layoff is a layoff event that produces 50 or more initial claims for unemployment insurance from a single employer, filed within a five week period. In 2010 Maryland recorded 128 such events, down from 141 in 2009. Initial claimants from these layoffs totaled 11,022, reduced from 11,932 the year before.

Job Market 2011: Trends and Outlook

The U.S. economy moving into 2011 is in a moderate recovery from a severe recession, tepidly adding jobs and slowly lowering the unemployment rate. According to the U.S. Bureau of Economic Analysis, real Gross Domestic Product (GDP) rose 2.6% in 2010 after declining 2.5% in 2009. Maryland, in the high growth Mideast region, increased state GDP by 2.9%.

U.S. payroll employment totaled 131,073,000 (seasonally adjusted) in June 2011—the highest level since April 2009. The national labor market has gained jobs each month since October 2010, though increases in May (53,000) and June (46,000) were minor. Net 2011 job growth through June was about 745,000 (up 0.6%). Over the year jobs advanced by 1,092,000 (0.8%).

U.S. unemployment rates in 2011 have fallen below the 2010 average of 9.6%, but appear to have stalled. The lowest rate was 8.8% (seasonally adjusted) in March. Since then joblessness has crept up to a peak of 9.2% in June. Each month this year, however, has yielded a lower unemployment rate than last year.

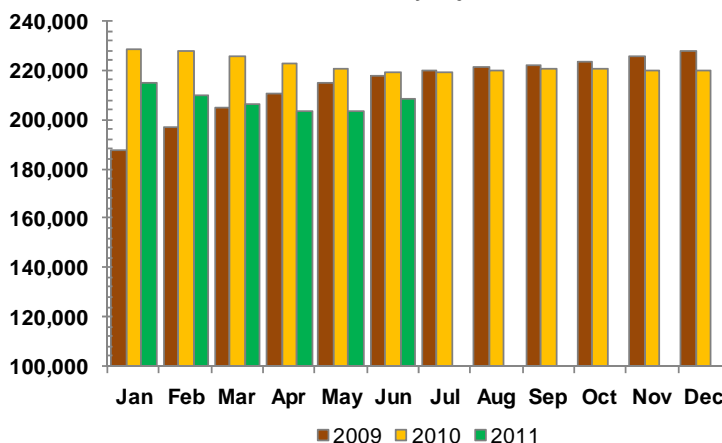
Maryland's job market in 2011 has shown some positive signs. Unemployment has improved from its 2010 average of 7.5%. The jobless peak through June was 7.2% (seasonally adjusted), recorded in January. The rate fell to 6.8% in April and May, then inched back up to 7.0% (preliminary) in June as both the number of employed declined and the unemployed increased. Estimated employment in June was about 2,782,000; unemployment numbered 208,300.

Every month in 2011 has so far produced a lower jobless rate than the year before. The total number of unemployed has also declined each month compared to the same month in 2010. Resident employment has been up each month year over year.

Initial claims for Maryland unemployment insurance have fallen during the first half of 2011. Through July 2, initial filings numbered 177,040. For the same period last year initial claims totaled 199,580. Initial claims are one indicator used to help forecast the direction of the economy.

Despite these positive trends, a solid deceleration in unemployment is not evident. Weak payroll employment activity has been the key factor.

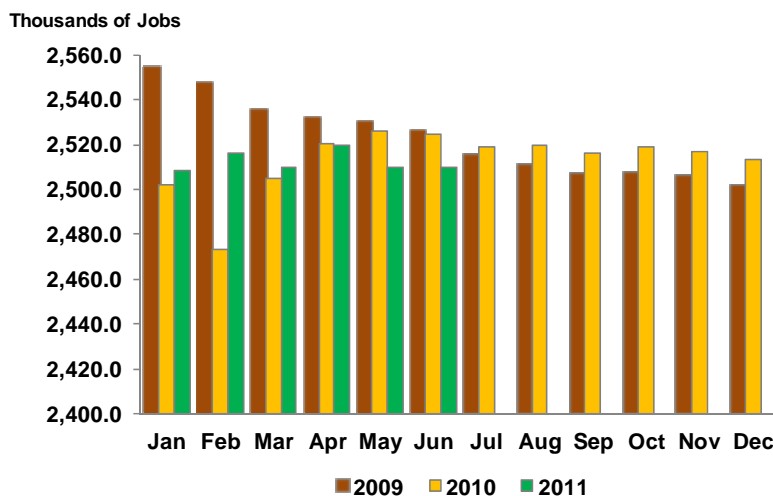
**Number of Unemployed by Month,
Maryland, January 2009-June 2011,
Seasonally Adjusted**



Source: Local Area Unemployment Statistics

Employment trends have been rather erratic in 2011, netting an estimated 1,300 jobs (up 0.1%) through June. Job totals have fluctuated month to month. The first three months posted over the year job gains; April through June tallied lower year over year employment. Industry movements in 2011 have varied widely. Growth industries included professional, scientific and technical services, arts, entertainment and recreation, information, and state government. Job losses were sustained in construction, retail trade, educational services (private), administrative and support services, and accommodation and food services. Total payroll employment for June (preliminary) was estimated to be 2,509,600, seasonally adjusted.

**Nonagricultural Payroll Employment by Month
Maryland, January 2009- June 2011, Seasonally Adjusted**



Source: Current Employment Statistics

The outlook for the U.S. economy is not totally clear. In the short term, the effects of a rise in oil and other commodity prices, and the disruption to the supply chain caused by the earthquake and tsunami disaster in Japan have hobbled expansion, but these factors are expected to be temporary. The underlying pace of the recovery, however, appears to weaker than anticipated by some economists. The housing market remains soft. The decline in household wealth and slow growth in incomes have contributed to sluggish consumer demand. Financial markets are cautious, due to uncertainty in both Europe and the U.S. In the face of declining revenues, state and local governments have cut spending. On the positive side, U.S. business investment in equipment and technology has been strong.

Full recovery will likely be a gradual process and the return to unemployment levels matching those earlier in the decade may take years. The Federal Reserve Board's Open Market Committee in its June meeting projected real GDP for 2011 to be about the same as 2010, accelerating in 2012 and 2013. Unemployment was forecast to decline from an average rate of 8.6-8.9% in 2011 to 7.0-7.5% in 2013—still above past expansion levels.

An unknown in the recovery process will be the effects of the upcoming change in federal fiscal policy—the reduction expected in the federal budget and how it will be achieved in taxation and spending, which will affect both businesses and households. Maryland, with its substantial federal government influence—as a major source of payroll jobs, an employer of Marylanders both in and out of the state, a buyer of goods and services, and an indirect demand stimulus—could feel the impact. Federal expenditures in the state topped \$92 billion in FFY 2009. Though moderating the swings of the business cycle, the sizable federal contribution to Maryland's economy makes the state vulnerable to fiscal reform. Historically the federal government has been an important component of the state's job market strength.

Regardless of how the federal budget process plays out, the Department of Defense (DOD) is still committed to moving thousands of jobs to Maryland as part of the Base Realignment and Closure (BRAC) initiative. Five military installations in the state are slated to gain as positions are transferred in from out of state, relocated from within the state, or newly created. The vast majority of positions will be DOD civilian personnel or embedded private-sector contractors. In addition, the National Security Agency (NSA), located at Fort George G. Meade, is projected to increase by several thousand, including employees and contractors. Spinoff demand for employee support services will stimulate further hiring. Both the BRAC and NSA expansions will be multi-year processes, with the bulk of the BRAC activity scheduled to be completed in 2011.

Maryland's solid economic base is still coupled to the nation's performance. As the national job market fell, so did the state's, though not as precipitously. Unemployment rose in Maryland as it climbed nationally, but stayed well below the U.S. average. As the recession ended and recovery got underway the gap between the U.S. and Maryland jobless rates widened, though state unemployment continued to be high by historic standards. Payroll employment, still tenuous, needs a strong boost to significantly lower joblessness. The underlying strengths of Maryland's economy—its services-dominated business sector, its educated workforce, its high income level—will be the keys to the state's recovery, within the national economic framework.

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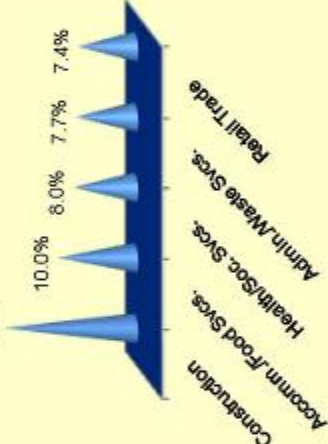
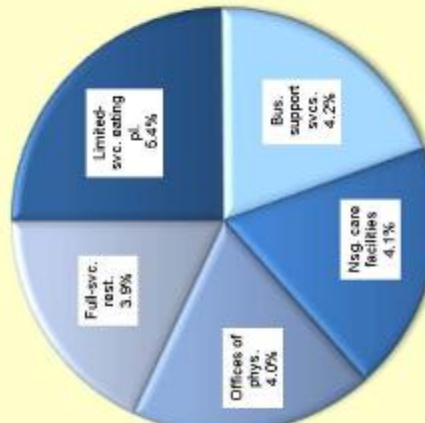
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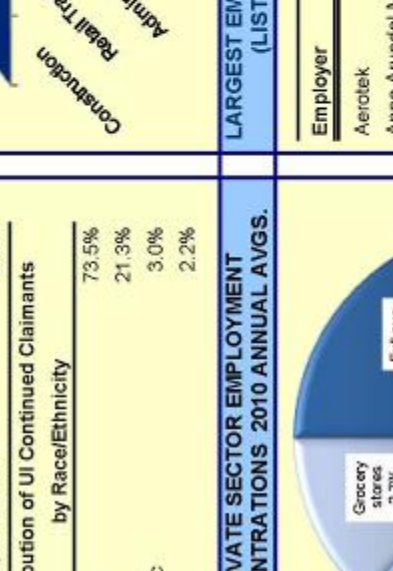
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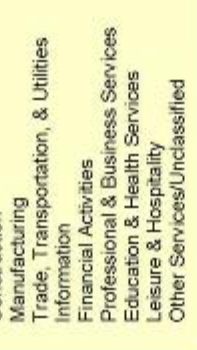

6.2 Maryland Fact Sheet

MARYLAND FACT SHEET		INDUSTRY SHARES OF UI CONTINUED CLAIMS FILINGS 2010 ANNUAL AVERAGES	JOBS BY INDUSTRY DIVISION 2010 ANNUAL AVERAGES																																					
<p>DEMOGRAPHICS 2010</p> <p>Population: 5,773,552</p> <p>Prime Working Age 25-54: 42.6%</p> <p>% of Total Pop</p> <p>Civilian Labor Force (NSA): 2,960,772</p> <p>Employment: 2,758,219</p> <p>Unemployment: 222,553</p> <p>Unemployment Rate: 7.5%</p> <p>Distribution of UI Continued Claimants by Race/Ethnicity</p> <table border="1"> <tr><td>White</td><td>52.5%</td></tr> <tr><td>Black</td><td>40.1%</td></tr> <tr><td>Hispanic</td><td>5.0%</td></tr> <tr><td>Other</td><td>2.4%</td></tr> </table>		White	52.5%	Black	40.1%	Hispanic	5.0%	Other	2.4%	<p>PROJECTED DEMAND IN MARYLAND BY SKILL LEVEL - 2008-2018</p> <table border="1"> <thead> <tr> <th>Skill Level</th> <th>Occ. Group</th> <th>Tot Openings 2008 - 2018</th> </tr> </thead> <tbody> <tr> <td rowspan="3">High</td> <td>Management</td> <td>52,200</td> </tr> <tr> <td>Bus. & financial</td> <td>56,460</td> </tr> <tr> <td>Prof. & related</td> <td>233,240</td> </tr> <tr> <td rowspan="4">Middle</td> <td>Sales & related</td> <td>100,605</td> </tr> <tr> <td>Office & admin.</td> <td>120,160</td> </tr> <tr> <td>Construction</td> <td>40,715</td> </tr> <tr> <td>Install. & repair</td> <td>28,305</td> </tr> <tr> <td rowspan="3">Low</td> <td>Production</td> <td>20,980</td> </tr> <tr> <td>Transp. & mat mvng.</td> <td>41,980</td> </tr> <tr> <td>Service occ.</td> <td>212,240</td> </tr> <tr> <td></td> <td>Farm/fish/forestry occ.</td> <td>1,540</td> </tr> </tbody> </table>		Skill Level	Occ. Group	Tot Openings 2008 - 2018	High	Management	52,200	Bus. & financial	56,460	Prof. & related	233,240	Middle	Sales & related	100,605	Office & admin.	120,160	Construction	40,715	Install. & repair	28,305	Low	Production	20,980	Transp. & mat mvng.	41,980	Service occ.	212,240		Farm/fish/forestry occ.	1,540
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Maryland Department of Labor, Licensing and Regulation
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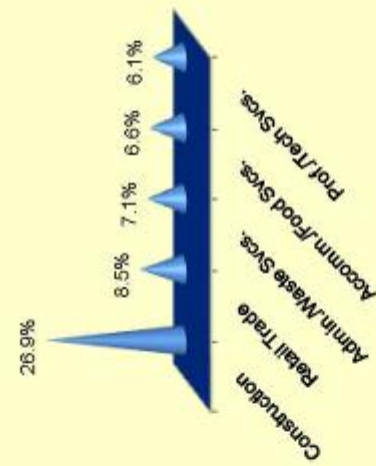
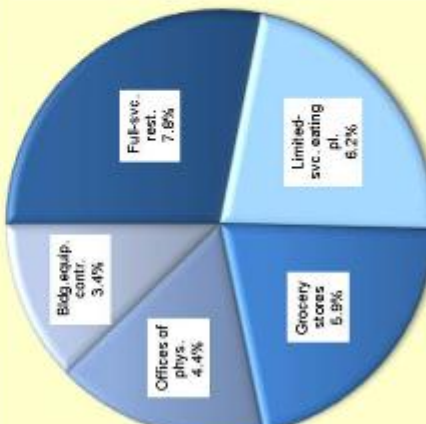
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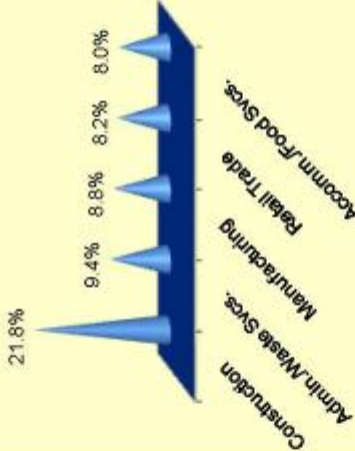
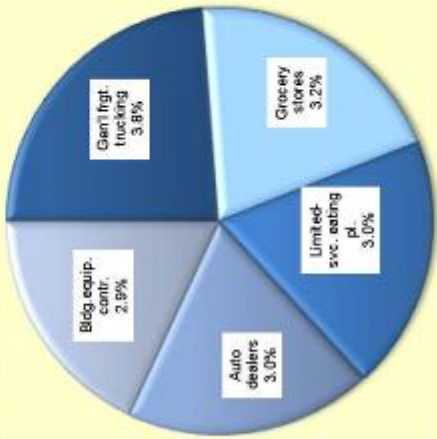
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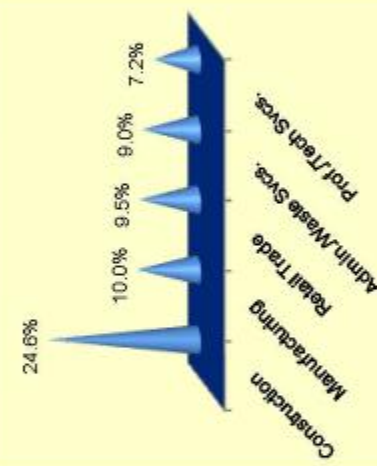
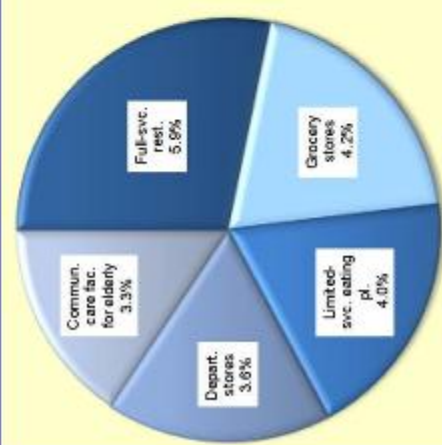
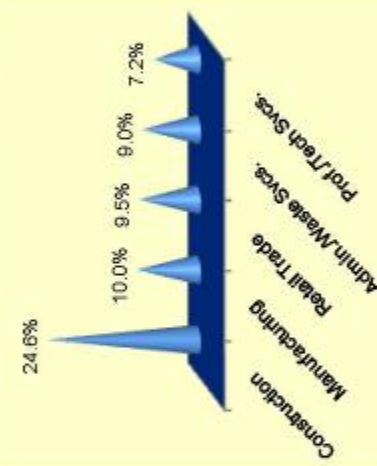
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Anthony G. Brown, Lt. Governor


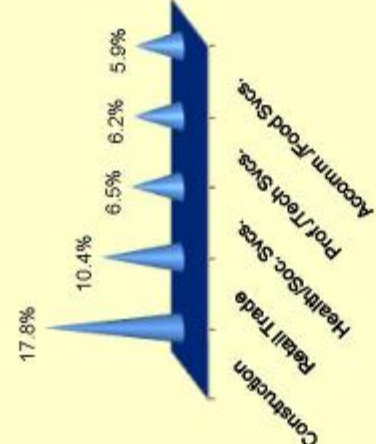
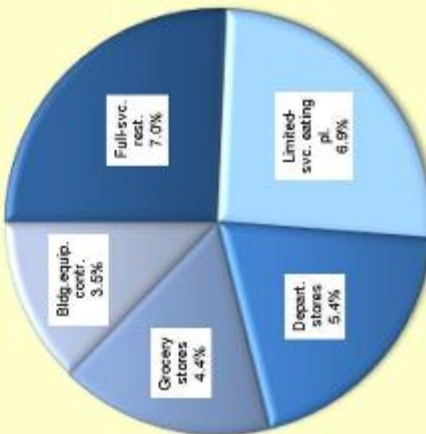
Alexander M. Sanchez, Secretary

Maryland Department of Labor, Licensing and Regulation
 Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance - July 2011

CECIL COUNTY FACT SHEET

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<p>2010</p> <p>Population 101,106 Median Age 38.9 Yrs. Prime Working Age 25-54 42.0% % of Total Pop 49,866</p> <p>Civilian Labor Force 44,944 Employment 4,922 Unemployment Rate 9.9%</p> <p>2007-2009 3 yr. estimate % of workers 16 & over working outside county of residence 53.2% (2007-9 3 yr. est)</p>		<p>Industry</p> <p>Total Employment 27,987 Government Total 5,991 Federal 1,469 State 319 Local 4,203 Private Sector Total 21,986 Natural Resources & Mining 666 Construction 980 Manufacturing 4,155 Trade, Transportation, & Utilities 6,373 Information 185 Financial Activities 694 Professional & Business Services 1,286 Education & Health Services 3,588 Leisure & Hospitality 3,053 Other Services/Unclassified 1,008</p>																																																					
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CHARLES COUNTY FACT SHEET																																																																	
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FREDERICK COUNTY FACT SHEET

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<p>Population: 233,385</p> <p>Prime Working Age 25-54: 43.5%</p> <p>% of Total Pop: 122,181</p> <p>Civilian Labor Force: 114,107</p> <p>Employment: 8,074</p> <p>Unemployment Rate: 6.6%</p> <p>Distribution of UI Claimants by Race/Ethnicity</p> <table border="1"> <tr><td>White</td><td>77.8%</td></tr> <tr><td>Black</td><td>13.5%</td></tr> <tr><td>Hispanic</td><td>5.1%</td></tr> <tr><td>Other</td><td>3.6%</td></tr> </table>	White	77.8%	Black	13.5%	Hispanic	5.1%	Other	3.6%		<table border="1"> <thead> <tr> <th>Industry</th> <th>Employment</th> </tr> </thead> <tbody> <tr><td>Total Employment</td><td>91,681</td></tr> <tr><td>Government Total</td><td>15,860</td></tr> <tr><td>Federal</td><td>4,033</td></tr> <tr><td>State</td><td>684</td></tr> <tr><td>Local</td><td>11,143</td></tr> <tr><td>Private Sector Total</td><td>75,821</td></tr> <tr><td>Natural Resources & Mining</td><td>522</td></tr> <tr><td>Construction</td><td>7,277</td></tr> <tr><td>Manufacturing</td><td>4,768</td></tr> <tr><td>Trade, Transportation, & Utilities</td><td>15,157</td></tr> <tr><td>Information</td><td>1,291</td></tr> <tr><td>Financial Activities</td><td>7,830</td></tr> <tr><td>Professional & Business Services</td><td>14,936</td></tr> <tr><td>Education & Health Services</td><td>11,890</td></tr> <tr><td>Leisure & Hospitality</td><td>8,979</td></tr> <tr><td>Other Services/Unclassified</td><td>3,171</td></tr> </tbody> </table>	Industry	Employment	Total Employment	91,681	Government Total	15,860	Federal	4,033	State	684	Local	11,143	Private Sector Total	75,821	Natural Resources & Mining	522	Construction	7,277	Manufacturing	4,768	Trade, Transportation, & Utilities	15,157	Information	1,291	Financial Activities	7,830	Professional & Business Services	14,936	Education & Health Services	11,890	Leisure & Hospitality	8,979	Other Services/Unclassified	3,171												
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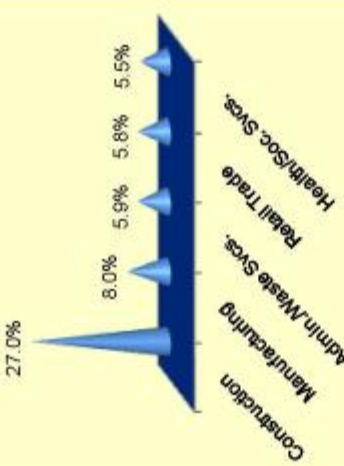
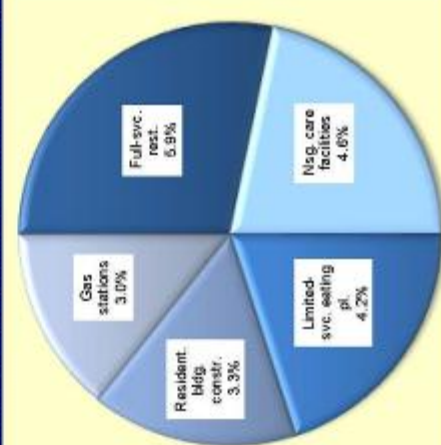
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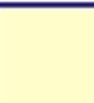
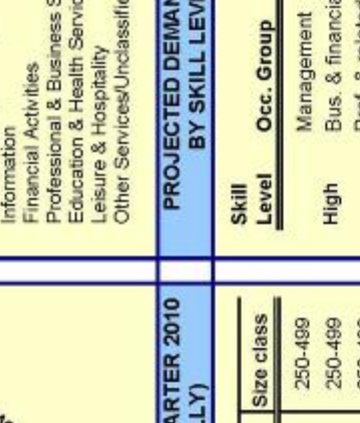
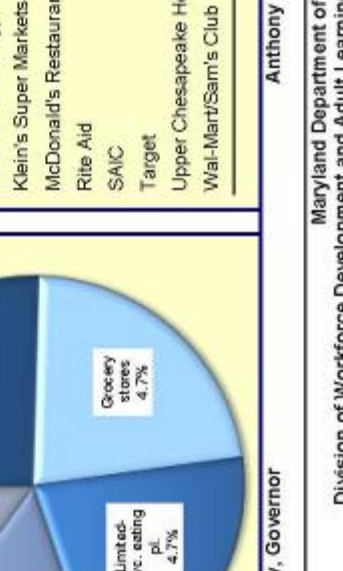
Maryland Department of Labor, Licensing and Regulation

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance - July 2011

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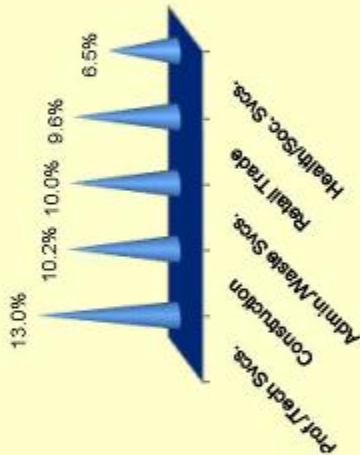
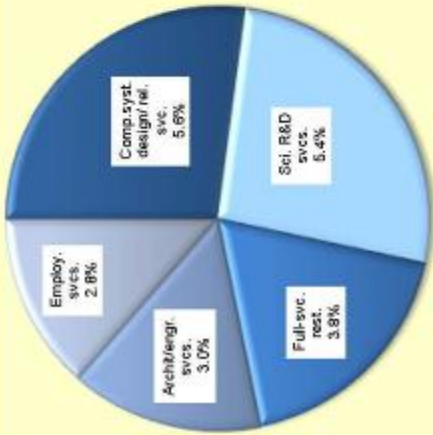
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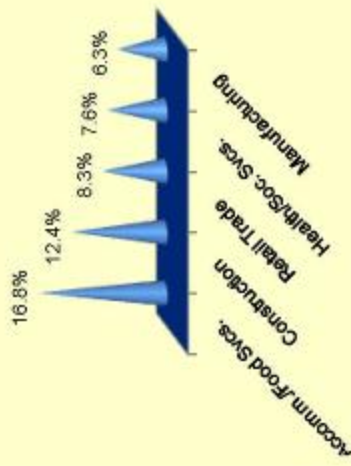
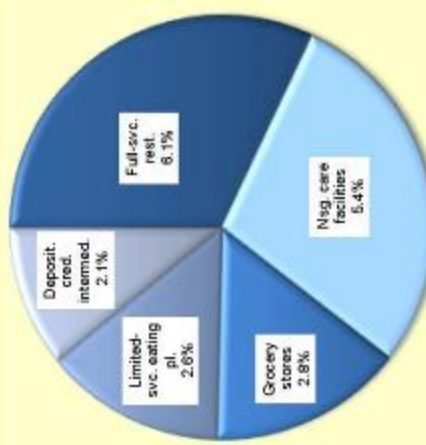
Anthony G. Brown, Lt. Governor


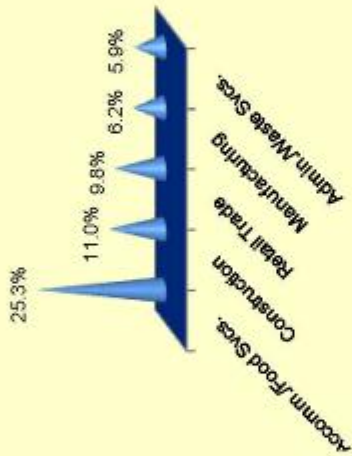
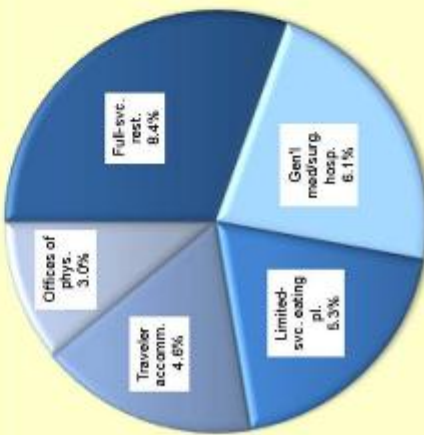
Alexander M. Sanchez, Secretary

Maryland Department of Labor, Licensing and Regulation
 Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance - July 2011

HOWARD COUNTY FACT SHEET																																																						
 <p>DEMOGRAPHICS 2010</p> <p>2010</p> <p>Population: 287,085 Median Age: 38.4 Yrs. Prime Working Age 25-54: 44.5% % of Total Pop: 160,359 Civilian Labor Force: 151,604 Employment: 8,755 Unemployment Rate: 5.5%</p> <p>2007-2009 3 yr. estimate</p> <p>% of workers 16 & over working outside county of residence (2007-9 3 yr. est): 59.6%</p>	<p>INDUSTRY SHARES OF UI CONTINUED CLAIMS FILINGS - 2010 ANNUAL AVERAGES</p> 																																																					
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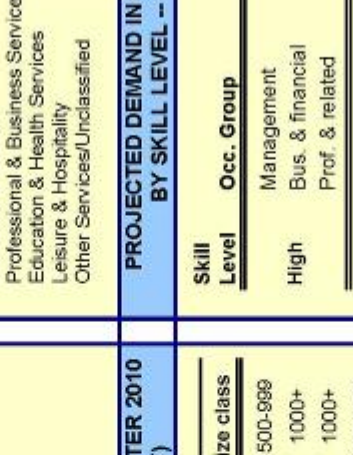
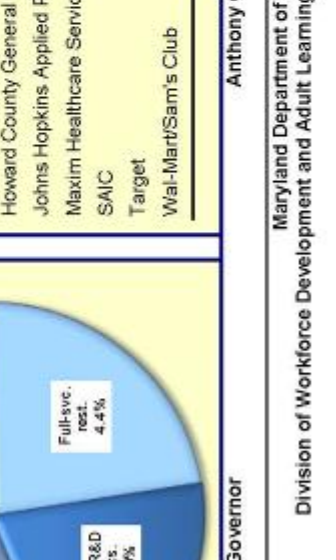
Maryland Department of Labor, Licensing and Regulation
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KENT COUNTY FACT SHEET																																																						
																																																						
DEMOGRAPHICS 2010 2010 Population: 20,197 Median Age: 45.6 Yrs. Prime Working Age 25-54: 33.6% % of Total Pop Civilian Labor Force: 11,005 Employment: 10,092 Unemployment: 913 Unemployment Rate: 8.3% 2007-2009 3 yr. estimate % of workers 16 & over working outside county of residence (2007-9 3 yr. est): 28.2%	INDUSTRY SHARES OF UI CONTINUED CLAIMS FILINGS 2010 ANNUAL AVERAGES 16.8% 12.4% 8.3% 7.6% 6.3% Accom. Food Svcs. Retail Trade Health/Soc Svcs. Manufacturing Construction																																																					
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Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance - July 2011

MID MARYLAND FACT SHEET

	<p>DEMOGRAPHICS 2010</p> <p>Population 454,219</p> <p>Prime Working Age 25-54 43.3%</p> <p>% of Total Pop 253,610</p> <p>Civilian Labor Force 238,584</p> <p>Employment 15,028</p> <p>Unemployment Rate 5.9%</p> <p>Distribution of UI Continued Claimants by Race/Ethnicity</p> <p>White 75.4%</p> <p>Black 17.8%</p> <p>Hispanic 2.7%</p> <p>Other 4.1%</p>	<p>INDUSTRY SHARES OF UI CONTINUED CLAIMS FILINGS - 2010 ANNUAL AVERAGES</p> 	<p>JOBS BY INDUSTRY DIVISION 2010 ANNUAL AVERAGES</p> <table border="1"> <thead> <tr> <th>Industry</th> <th>Employment</th> </tr> </thead> <tbody> <tr><td>Total Employment</td><td>200,053</td></tr> <tr><td>Government Total</td><td>26,304</td></tr> <tr><td>Federal</td><td>1,041</td></tr> <tr><td>State</td><td>4,619</td></tr> <tr><td>Local</td><td>20,644</td></tr> <tr><td>Private Sector Total</td><td>173,749</td></tr> <tr><td>Natural Resources & Mining</td><td>882</td></tr> <tr><td>Construction</td><td>14,758</td></tr> <tr><td>Manufacturing</td><td>9,892</td></tr> <tr><td>Trade, Transportation, & Utilities</td><td>42,677</td></tr> <tr><td>Information</td><td>4,165</td></tr> <tr><td>Financial Activities</td><td>9,699</td></tr> <tr><td>Professional & Business Services</td><td>42,484</td></tr> <tr><td>Education & Health Services</td><td>23,859</td></tr> <tr><td>Leisure & Hospitality</td><td>18,634</td></tr> <tr><td>Other Services/Unclassified</td><td>6,699</td></tr> </tbody> </table>	Industry	Employment	Total Employment	200,053	Government Total	26,304	Federal	1,041	State	4,619	Local	20,644	Private Sector Total	173,749	Natural Resources & Mining	882	Construction	14,758	Manufacturing	9,892	Trade, Transportation, & Utilities	42,677	Information	4,165	Financial Activities	9,699	Professional & Business Services	42,484	Education & Health Services	23,859	Leisure & Hospitality	18,634	Other Services/Unclassified	6,699
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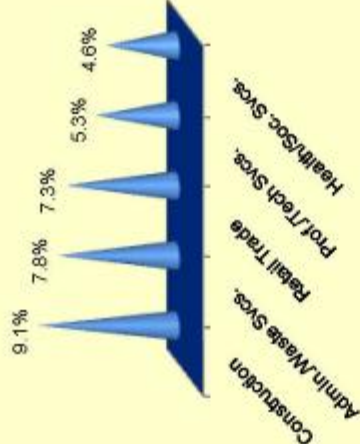
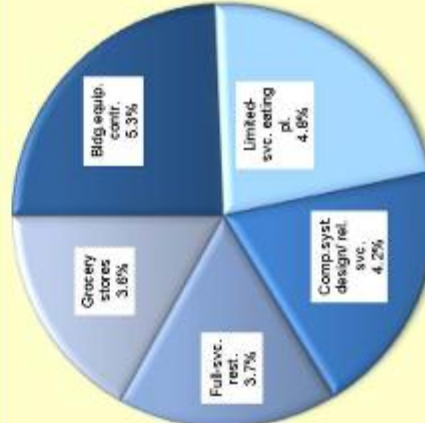
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QUEEN ANNE'S COUNTY FACT SHEET

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<p>2010</p> <p>Population 47,798</p> <p>Median Age 42.6 Yrs.</p> <p>Prime Working Age 25-54 40.8%</p> <p>% of Total Pop 26,484</p> <p>Civilian Labor Force 24,640</p> <p>Employment 1,844</p> <p>Unemployment Rate 7.0%</p> <p>2007-2009 3 yr. estimate</p> <p>% of workers 16 & over working outside county of residence (2007-9 3 yr. est) 56.6%</p>	<p>16.8% 12.5% 10.3% 6.9% 6.6%</p> <p>Construction Accom./Food Svcs. Retail/Trade Admin./Waste Svcs. Health/Soc. Svcs.</p>	<p>Employment</p> <p>Total Employment 13,202</p> <p>Government Total 2,632</p> <p>Federal 108</p> <p>State 198</p> <p>Local 2,326</p> <p>Private Sector Total 10,570</p> <p>Natural Resources & Mining 216</p> <p>Construction 939</p> <p>Manufacturing 756</p> <p>Trade, Transportation, & Utilities 3,133</p> <p>Information 103</p> <p>Financial Activities 344</p> <p>Professional & Business Services 1,009</p> <p>Education & Health Services 1,040</p> <p>Leisure & Hospitality 2,422</p> <p>Other Services/Unclassified 608</p>																																																					
<p>PRIVATE SECTOR EMPLOYMENT CONCENTRATIONS 2010 ANNUAL AVGS.</p> <p>Full-svc. rest. 10.7%</p> <p>Limited. svc. eating pl. 5.4%</p> <p>Clothing stores 5.1%</p> <p>Grocery stores 3.9%</p> <p>Bldg. equip. contr. 3.4%</p>	<p>LARGEST EMPLOYERS - 4TH QUARTER 2010 (LISTED ALPHABETICALLY)</p> <table border="1"> <thead> <tr> <th>Employer</th> <th>Size class</th> </tr> </thead> <tbody> <tr> <td>Acme Markets</td> <td>100-249</td> </tr> <tr> <td>BCBG Max Azria Grp. Inc.</td> <td>100-249</td> </tr> <tr> <td>Chesterwy Center</td> <td>(<) 100</td> </tr> <tr> <td>Cracker Barrel</td> <td>100-249</td> </tr> <tr> <td>Delmarva Sash & Door Co.</td> <td>100-249</td> </tr> <tr> <td>Fisherman's Inn</td> <td>(<) 100</td> </tr> <tr> <td>Food Lion</td> <td>100-249</td> </tr> <tr> <td>Kmart</td> <td>100-249</td> </tr> <tr> <td>M I Acquisition Corp.</td> <td>100-249</td> </tr> <tr> <td>Paul Reed Smith Guitars</td> <td>250-499</td> </tr> <tr> <td>Safeway</td> <td>100-249</td> </tr> </tbody> </table>	Employer	Size class	Acme Markets	100-249	BCBG Max Azria Grp. Inc.	100-249	Chesterwy Center	(<) 100	Cracker Barrel	100-249	Delmarva Sash & Door Co.	100-249	Fisherman's Inn	(<) 100	Food Lion	100-249	Kmart	100-249	M I Acquisition Corp.	100-249	Paul Reed Smith Guitars	250-499	Safeway	100-249	<p>PROJECTED DEMAND IN THE UPPER SHORE BY SKILL LEVEL -- 2008-2018</p> <table border="1"> <thead> <tr> <th>Skill Level</th> <th>Occ. Group</th> <th>Tot Openings 2008 - 2018</th> </tr> </thead> <tbody> <tr> <td rowspan="3">High</td> <td>Management</td> <td>1,030</td> </tr> <tr> <td>Bus. & financial</td> <td>705</td> </tr> <tr> <td>Prof. & related</td> <td>4,770</td> </tr> <tr> <td rowspan="4">Middle</td> <td>Sales & related</td> <td>3,275</td> </tr> <tr> <td>Office & admin.</td> <td>3,290</td> </tr> <tr> <td>Construction</td> <td>980</td> </tr> <tr> <td>Install. & repair</td> <td>970</td> </tr> <tr> <td rowspan="3">Low</td> <td>Production</td> <td>1,275</td> </tr> <tr> <td>Transp. & mat mvg.</td> <td>1,360</td> </tr> <tr> <td>Service occ.</td> <td>6,285</td> </tr> <tr> <td></td> <td>Farm/fish/forestry occ.</td> <td>290</td> </tr> </tbody> </table>	Skill Level	Occ. Group	Tot Openings 2008 - 2018	High	Management	1,030	Bus. & financial	705	Prof. & related	4,770	Middle	Sales & related	3,275	Office & admin.	3,290	Construction	980	Install. & repair	970	Low	Production	1,275	Transp. & mat mvg.	1,360	Service occ.	6,285		Farm/fish/forestry occ.	290
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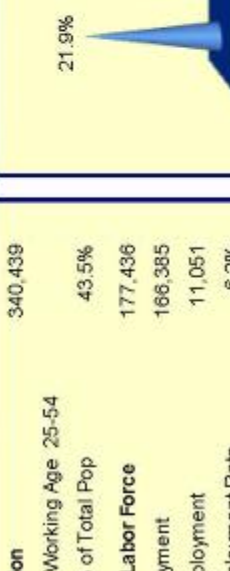
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<p>Population 26,470</p> <p>Median Age 36.5 Yrs.</p> <p>Prime Working Age 25-54 38.2%</p> <p>% of Total Pop 10,955</p> <p>Civilian Labor Force 9,851</p> <p>Employment 1,144</p> <p>Unemployment Rate 10.4%</p> <p>2007-2009 3 yr. estimate</p> <p>% of workers 16 & over working outside county of residence (2007-9 3 yr. est.) 44.7%</p>		<p>Industry</p> <p>Total Employment 6,683</p> <p>Government Total 2,983</p> <p>Federal 72</p> <p>State 1,956</p> <p>Local 955</p> <p>Private Sector Total 3,700</p> <p>Natural Resources & Mining 327</p> <p>Construction 186</p> <p>Manufacturing 226</p> <p>Trade, Transportation, & Utilities 1,122</p> <p>Information 24</p> <p>Financial Activities 185</p> <p>Professional & Business Services 167</p> <p>Education & Health Services 941</p> <p>Leisure & Hospitality 425</p> <p>Other Services/Unclassified 97</p>																																																					
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<p>DEMOGRAPHICS 2010</p> <p>Population 340,439</p> <p>Prime Working Age 25-54 43.5%</p> <p>% of Total Pop</p> <p>Civilian Labor Force 177,436</p> <p>Employment 166,385</p> <p>Unemployment 11,051</p> <p>Unemployment Rate 6.2%</p> <p>Distribution of UI Continued Claimants by Race/Ethnicity</p> <p>White 63.4%</p> <p>Black 33.6%</p> <p>Hispanic 1.4%</p> <p>Other 1.5%</p>	<p>JOBS BY INDUSTRY DIVISION 2010 ANNUAL AVERAGES</p> <table border="1"> <thead> <tr> <th>Industry</th> <th>Employment</th> </tr> </thead> <tbody> <tr><td>Total Employment</td><td>102,681</td></tr> <tr><td>Government Total</td><td>26,590</td></tr> <tr><td>Federal</td><td>10,895</td></tr> <tr><td>State</td><td>1,444</td></tr> <tr><td>Local</td><td>14,251</td></tr> <tr><td>Private Sector Total</td><td>76,091</td></tr> <tr><td>Natural Resources & Mining</td><td>129</td></tr> <tr><td>Construction</td><td>6,522</td></tr> <tr><td>Manufacturing</td><td>1,889</td></tr> <tr><td>Trade, Transportation, & Utilities</td><td>22,011</td></tr> <tr><td>Information</td><td>673</td></tr> <tr><td>Financial Activities</td><td>2,888</td></tr> <tr><td>Professional & Business Services</td><td>14,988</td></tr> <tr><td>Education & Health Services</td><td>12,350</td></tr> <tr><td>Leisure & Hospitality</td><td>11,555</td></tr> <tr><td>Other Services</td><td>3,078</td></tr> </tbody> </table>	Industry	Employment	Total Employment	102,681	Government Total	26,590	Federal	10,895	State	1,444	Local	14,251	Private Sector Total	76,091	Natural Resources & Mining	129	Construction	6,522	Manufacturing	1,889	Trade, Transportation, & Utilities	22,011	Information	673	Financial Activities	2,888	Professional & Business Services	14,988	Education & Health Services	12,350	Leisure & Hospitality	11,555	Other Services	3,078
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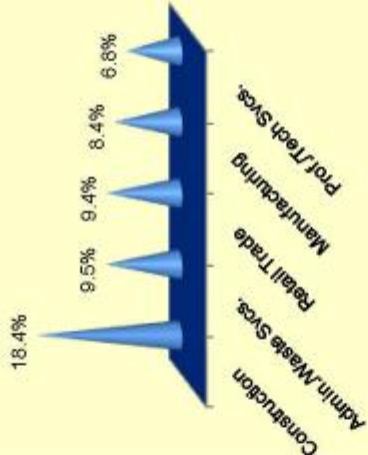
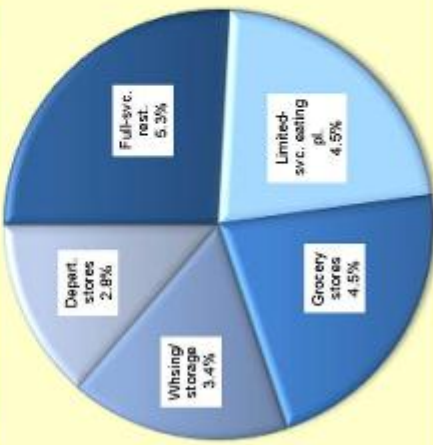
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Maryland Department of Labor, Licensing and Regulation

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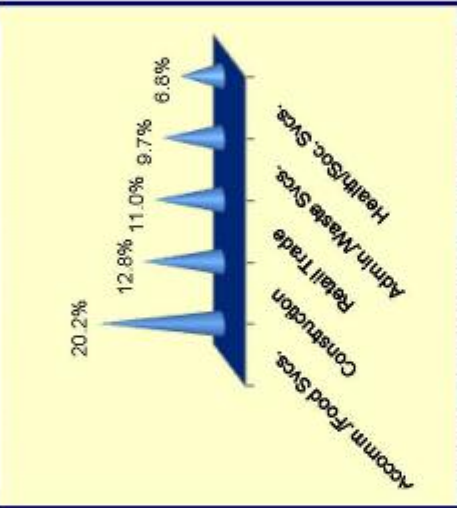
TALBOT COUNTY FACT SHEET



DEMOGRAPHICS 2010

Population	37,782
Median Age	47.4 Yrs.
Prime Working Age 25-54	35.0%
% of Total Pop	18,630
Civilian Labor Force	17,176
Employment	1,454
Unemployment	7.8%
Unemployment Rate	2007-2009 3 yr. estimate
% of workers 16 & over working outside county of residence (2007-9 3 yr. est.)	27.8%

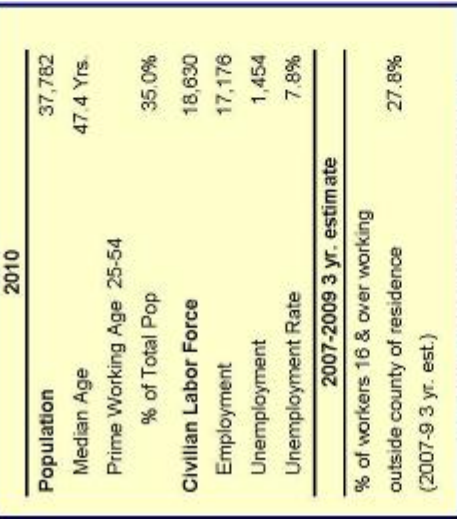
INDUSTRY SHARES OF UI CONTINUED CLAIMS FILINGS 2010 ANNUAL AVERAGES



JOB BY INDUSTRY DIVISION 2010 ANNUAL AVERAGES

Industry	Employment
Total Employment	17,761
Government Total	1,914
Federal	300
State	201
Local	1,413
Private Sector Total	15,847
Natural Resources & Mining	76
Construction	904
Manufacturing	893
Trade, Transportation, & Utilities	3,280
Information	281
Financial Activities	778
Professional & Business Services	2,508
Education & Health Services	3,625
Leisure & Hospitality	2,498
Other Services/Unclassified	1,004

PRIVATE SECTOR EMPLOYMENT CONCENTRATIONS 2010 ANNUAL AVGS.



LARGEST EMPLOYERS - 4TH QUARTER 2010 (LISTED ALPHABETICALLY)

Employer	Size class
ACM Chesapeake Publishing	100-249
Deco Recovery Management	100-249
Lowe's	100-249
M I Acquisition Corp.	100-249
SFA Inc.	100-249
Shore Health System	1000+
Target	100-249
UPS	100-249
Wal-Mart/Sam's Club	100-249
William Hill Manor	250-499
YMCA of Talbot County	100-249

PROJECTED DEMAND IN THE UPPER SHORE BY SKILL LEVEL -- 2008-2018


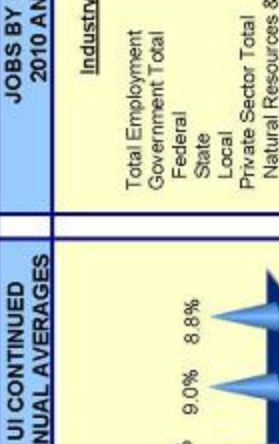
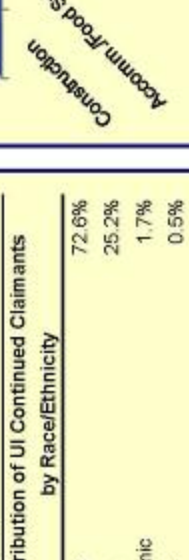
Skill Level	Occ. Group	Tot Openings 2008 - 2018
High	Management	1,030
	Bus. & financial	705
	Prof. & related	4,770
Middle	Sales & related	3,275
	Office & admin.	3,290
	Construction	980
	Install. & repair	970
Low	Production	1,275
	Transp. & mat mvg.	1,360
	Service occ.	6,285
	Farm/fish/forestry occ.	290

ANTHONY G. BROWN, Lt. Governor

MARTIN O'MALLEY, Governor

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	<p>DEMOGRAPHICS 2010</p> <p>Population 171,461</p> <p>Prime Working Age 25-54 38.2%</p> <p>% of Total Pop 89,309</p> <p>Civilian Labor Force 81,761</p> <p>Employment 7,548</p> <p>Unemployment Rate 8.5%</p> <p>Distribution of UI Continued Claimants by Race/Ethnicity</p> <table border="1"> <tr><td>White</td><td>72.6%</td></tr> <tr><td>Black</td><td>25.2%</td></tr> <tr><td>Hispanic</td><td>1.7%</td></tr> <tr><td>Other</td><td>0.5%</td></tr> </table>	White	72.6%	Black	25.2%	Hispanic	1.7%	Other	0.5%																																																		
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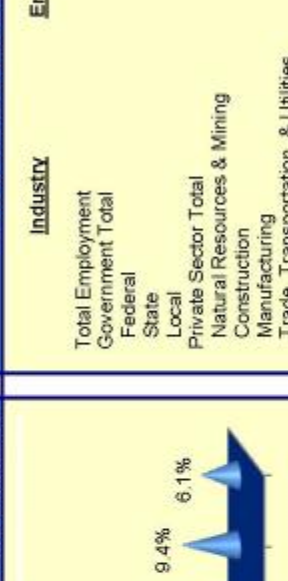
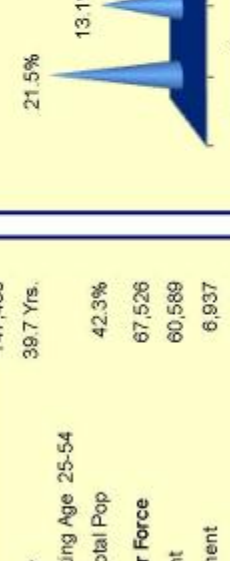
Martin O'Malley, Governor

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Maryland Department of Labor, Licensing and Regulation

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance - July 2011

WASHINGTON COUNTY FACT SHEET																														
	<p>DEMOGRAPHICS 2010</p> <p>2010</p> <p>Population 147,430</p> <p>Median Age 39.7 Yrs.</p> <p>Prime Working Age 25-54 42.3%</p> <p>% of Total Pop</p> <p>Civilian Labor Force 67,528</p> <p>Employment 60,589</p> <p>Unemployment 6,937</p> <p>Unemployment Rate 10.3%</p> <p>2007-2009 3 yr. estimate</p> <p>% of workers 16 & over working outside county of residence (2007-9 3 yr. est.) 34.0%</p>																													
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Maryland Department of Labor, Licensing and Regulation
Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance - July 2011

WESTERN MARYLAND FACT SHEET



DEMOGRAPHICS 2010	INDUSTRY SHARES OF UI CONTINUED CLAIMS FILINGS - 2010 ANNUAL AVERAGES	JOBS BY INDUSTRY DIVISION 2010 ANNUAL AVERAGES																																																					
<p>Population 252,614</p> <p>Prime Working Age 25-54 % of Total Pop 40.8%</p> <p>Civilian Labor Force 119,956</p> <p>Employment 108,382</p> <p>Unemployment 11,574</p> <p>Unemployment Rate 9.6%</p> <p>Distribution of UI Continued Claimants by Race/Ethnicity</p> <table border="1"> <tr><td>White</td><td>91.0%</td></tr> <tr><td>Black</td><td>7.5%</td></tr> <tr><td>Hispanic</td><td>1.4%</td></tr> <tr><td>Other</td><td>0.7%</td></tr> </table>	White	91.0%	Black	7.5%	Hispanic	1.4%	Other	0.7%	<p>21.0% 10.8% 8.8% 8.5% 6.5%</p> <p>Construction Retail Trade Admin/Trade Svcs Health/Soc Svcs Manufacturing</p>	<table border="1"> <thead> <tr> <th>Industry</th> <th>Employment</th> </tr> </thead> <tbody> <tr><td>Total Employment</td><td>104,745</td></tr> <tr><td>Government Total</td><td>17,777</td></tr> <tr><td>Federal</td><td>1,434</td></tr> <tr><td>State</td><td>5,876</td></tr> <tr><td>Local</td><td>10,467</td></tr> <tr><td>Private Sector Total</td><td>86,968</td></tr> <tr><td>Natural Resources & Mining</td><td>706</td></tr> <tr><td>Construction</td><td>4,936</td></tr> <tr><td>Manufacturing</td><td>10,079</td></tr> <tr><td>Trade, Transportation, & Utilities</td><td>23,234</td></tr> <tr><td>Information</td><td>1,460</td></tr> <tr><td>Financial Activities</td><td>7,367</td></tr> <tr><td>Professional & Business Services</td><td>7,355</td></tr> <tr><td>Education & Health Services</td><td>17,988</td></tr> <tr><td>Leisure & Hospitality</td><td>10,793</td></tr> <tr><td>Other Services/Unclassified</td><td>3,040</td></tr> </tbody> </table>	Industry	Employment	Total Employment	104,745	Government Total	17,777	Federal	1,434	State	5,876	Local	10,467	Private Sector Total	86,968	Natural Resources & Mining	706	Construction	4,936	Manufacturing	10,079	Trade, Transportation, & Utilities	23,234	Information	1,460	Financial Activities	7,367	Professional & Business Services	7,355	Education & Health Services	17,988	Leisure & Hospitality	10,793	Other Services/Unclassified	3,040											
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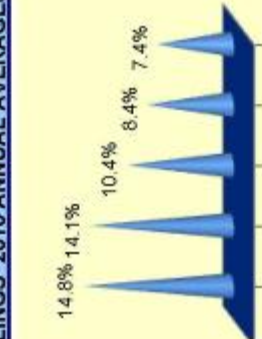
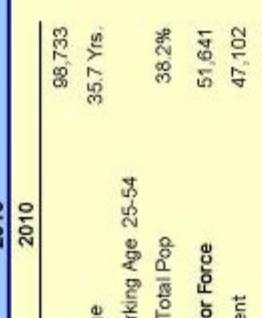
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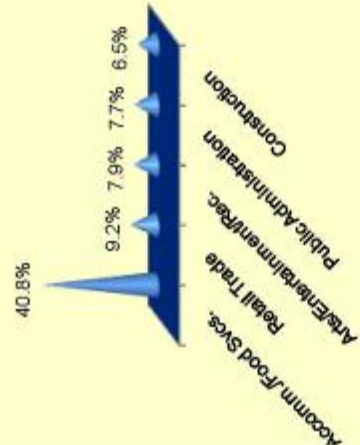
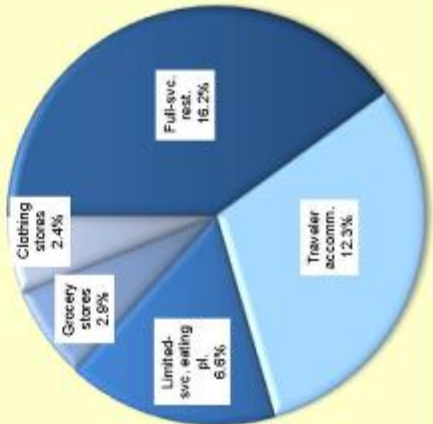
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WICOMICO COUNTY FACT SHEET																																			
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7 WIA Financial Statement and Performance Information

7.1 WIA Financial Statement

WIA Financial Statement
6/30/2011

WIA Formula Funds			Percentage	Balance
Operating Results	Available	Expended	Expended	Remaining
Total All Funds Sources	\$57,872,576	\$44,050,096	76.12%	\$13,822,480
PY 10 Adult Program Funds	\$8,179,086	\$6,057,185	74.06%	\$2,121,901
Carryin Monies (no add)	\$3,087,031	\$3,076,002	99.64%	\$11,029**
PY 10 Dislocated Worker Program Funds	\$9,442,548	\$6,881,909	72.88%	\$2,560,639
Carryin Monies (no add)	\$5,414,253	\$5,394,130	99.63%	\$20,123**
PY 10 Youth Program Funds	\$8,653,208	\$6,362,490	73.53%	\$2,290,718
Carryin Monies (no add)	\$3,594,464	\$3,420,540	95.16%	\$173,924**
* Out-of School Youth		\$8,839,064		
* In-School Youth		\$8,090,149		
* Summer Employment Opportunities		\$4,096,449		
PY 10 Local Administration Funds	\$2,919,427	\$1,333,520	45.68%	\$1,585,907
Carryin Monies (no add)	\$1,668,785	\$1,019,303	61.08%	\$649,482**
PY 10 Rapid Response Funds	\$2,720,076	\$1,305,612	48.00%	\$1,414,464
Carryin Monies (no add)	\$2,613,232	\$2,201,221	84.23%	\$412,011**
PY 10 Statewide Activity Funds	\$5,631,943	\$3,312,839	58.82%	\$2,319,104
Carryin Monies (no add)	\$3,948,523	\$3,685,345	93.33%	\$263,178**

* Cumulative Expenditures. Includes ARRA funds.
** **Carryin Monies include PY08 ARRA funds.**

the division of
WORKFORCE DEVELOPMENT AND ADULT LEARNING

7.2 Table N - Cost of Program Activities PY10 (06-30-11)

Table N - Cost of Program Activities PY 10 06-30-11

Program Activity (WIA Formula Funds and ARRA)		Total Federal Spending
Local Adults		\$9,133,187
Local Dislocated Workers		\$12,276,039
Local Youth		\$9,783,030
Rapid Response (up to 25%) 134 (a) (2) (A)		\$3,506,833
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$5,711,753
Statewide Allowable Activities 134 (a) (3)	Capacity Building	\$97,980
	Incumbent Worker Training	\$1,188,451
Total of All Federal Spending Listed Above		\$41,697,273

7.3 Financial Narrative

7.3.1 Program Year Expenditures by Funding Stream

The expenditures for each funding stream include PY 10 WIA, carry-in and ARRA funds. The expenditures are: Adult \$9,133,187, Dislocated Workers \$12,276,039 and Youth \$9,783,030.

7.3.2 Cost per Participant

The cost per Participant is calculated for each funding stream by dividing the total expenditures (including carry-in and ARRA funds) by the number of participants for the program year. The resulting number is a tentative cost per participant for the program year.

Using this method, the cost per participant by funding stream for the program year is estimated as follows: Adults \$2,376 (does not include self-service participants), Dislocated Workers \$3,043 and Youth \$4,250.

8 Performance and Financial

8.1 Annual Report Narrative

- A discussion of the cost of workforce investment activities relative to the effect of the activities on the performance of participants.
- A description of State evaluation of workforce investments activities, including:
 - The question the evaluation will/did address:
 - A description of the evaluation's methodology; and
 - information about the timing of feedback on deliverables

8.1.1 PY 2010 Waivers and Impact on Performance Measures

Maryland's approved waivers provide local Workforce Investment Boards with the greatest flexibility possible to effectively design and deliver services that meet the needs of employers and job seekers. Waivers improve Maryland's capacity for developing the State's Workforce Investment System. Waiver authority is authorized in Section 189(i) (4) (B) of WIA.

In PY 2010, the USDOL granted the waivers listed below to Maryland. The approved waivers and the data below supports how waivers have changed the activities of the state and local areas, and have directly or indirectly affected performance outcomes.

1. Waiver of WIA Section 133(b) (4) to increase the allowable transfer amount between Adult and Dislocated Worker funding streams allocated to a local area

Maryland was granted a waiver to permit an increase in the amount a state is allowed to transfer between the Adult and Dislocated Worker funding streams. Under the waiver, transfer authority is limited to 50 percent. This limitation provides states' flexibility while ensuring consistency with Congressional intent regarding the level of funding appropriated for the WIA Adult, ARRA Adult and Dislocated Worker Programs.

Impact: During PY 2010, this waiver's flexibility allowed eight LWIBs to transfer \$1,422,917 in dislocated worker funds to adult funds and two LWIBs to transfer \$345,612 in adult funds to dislocated worker funds.

We have found this additional transfer allowance to be beneficial in local planning and in meeting service needs of the community. The ability to transfer funds from one funding stream to the other aids Local Workforce Investment Areas as they work to maintain high standards of program performance.

This waiver further enhances Maryland's ability to address workforce needs within the state. This waiver has been beneficial to the state with the increase of dislocated workers when current funding levels were unable to support this increase.

2. Waiver of the required 50 percent employer contribution for customized training at WIA Section 101 (8) (C)

Maryland was granted a waiver of the required 50 percent employer contribution for customized training to permit the use of a sliding scale for the employer contribution based on the size of the business. Under the waiver, the following sliding scale is permitted: 1) no less than 10 percent match for employers with 50 or fewer employees, and 2) no less than 25 percent match for employers with 51-250 employees. For employers with more than 250 employees, the current statutory requirements (50 percent contribution) continue to apply. When determining the funding source for customized training, the State must use the appropriate program funds for the appropriate WIA-eligible population. The State and local areas may provide customized training to individuals over age 18 with WIA Adult funds and must provide priority to low-income individuals when funds are limited; the State and local areas may provide customized training to dislocated workers with WIA Dislocated Worker funds. Customized training provided with statewide funds must serve WIA eligible individuals.

Impact: This waiver allows Maryland to be responsive to the needs of our local labor market. The employer match sliding scale provides the necessary flexibility for Maryland's small businesses to participate in the WIA Customized Training Program. The ability to use customized training as an option to employers has allowed the state to improve its ability to respond to employer and industry changes. Overall, Maryland has seen an increase in the number of employers using customized training.

3. Waiver of WIA Section 101(31) (B) to increase the employer reimbursement for on-the-job training.

Maryland was granted a waiver to permit an increase in employer reimbursement for on-the-job training through a sliding scale based on the size of the business. Under the waiver, the following reimbursement amounts will be permitted: 1) up to 90 percent for employers with 50 or fewer employees, and 2) up to 75 percent for employers with 51-250 employees. For employers with more than 250 employees, the current statutory requirements (50 percent reimbursement) will continue to apply. When determining the funding source for on-the-job training, the State must use the appropriate program funds for the appropriate WIA-eligible population.

Impact: Maryland has established the on-the-job training reimbursement costs based on a reimbursement scale for employers, depending upon their size. The sliding scale is based on the following factors:

- Labor market demand for the occupation for which customized training is being delivered;
- Labor market demand for the industry in which training is being delivered;
- Percentage of successful completers who are hired by the employer or employers;
- Size of the potential employer's workforce; and
- Demographic characteristics of the trainees with an emphasis on encouraging training individuals with multiple barriers to employment.

This waiver encourages employers to participate in customized training by providing a financial incentive to hire individuals who meet job needs. For the job seeking participants of the employment and training system, this waiver affords them the opportunity to receive training and credentials for jobs for which there is a demand.

4. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth.

Maryland was granted a waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older youth and out-of-school youth program participants. The State must continue to make the 10 youth program elements available as described at WIA Section 129(c) (2). The State should ensure that funds used for ITAs are tracked and that the ITA is reflected in the individual service strategies for these youth. Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.

Impact: This waiver is currently being utilized. Older youth may select a training provider through the state eligible training provider list. This waiver permits greater flexibility in service delivery, thereby providing greater customer satisfaction. Performance is enhanced as the mix of services provided better meets the needs of the individual. Better opportunities now exist for industries to interview and hire young adults who are trained in the skills needed for that particular industry. Several of the state's LWIB's have utilized this waiver to provide ITA's to WIA youth.

5. Waiver that allows the State to replace the 17 performance measures under WIA Section 136(b) with the common measures.

This waiver permits Maryland to negotiate and report WIA outcomes against the common performance measures only, rather than the performance measures described in WIA Section 136(b). The State will no longer negotiate and report to ETA on the following WIA measures: WIA adult and dislocated worker employment and credential rates; participant and employer customer satisfaction; older youth measures; and younger youth measures. The State will use the three adult common performance measures to negotiate goals and report outcomes for the WIA Adult and WIA Dislocated Worker programs. The State will also use the three Youth common measures to negotiate goals and report outcomes.

Impact: Maryland has utilized the use of Common Measures since 2006 and has facilitated the continued integration of WIA and LX. Maryland has been able to eliminate duplicative administrative systems, reduce paperwork and labor costs associated with redundant data collection, and establish a simplified and streamlined performance measurement system that has saved the state significant amounts of time and money. This has allowed program resources to target a single set of goals rather than competing goals and costly processes. The Common Measures provide a simplified and streamlined performance measurement system.

The major impact was on the number of participants served in the One-Stops; in PY 05, a total of 98,456 participants were served. In 2010, the number increased to --205,241 participants. This increase was primarily accomplished by more efficient use and deployment of resources rather than more resources.

The Youth Program is now serving a higher percentage of older, out-of school youth. For the two youth measures where we have comparable pre and post waiver data, there was a significant improvement in performance. The PY 05 Placement in Employment or Education is 60.3%. In PY 2010, even with the severe recession, 73.7% were successfully placed. In PY 2005, only 38.7% Attained a Degree or Certificate. For PY 2010, the number is 75.3%.

This waiver is viewed as a continuous improvement measure with the following benefits and outcomes:

- Facilitate the goal of a fully integrated workforce system,
- Provide clear and understandable information to stakeholders concerning the use of public funds and return on investment,
- Improved case management integration, service coordination and information sharing,
- Assist in the realignment of youth program designs to better implement ETA's Youth Vision and targeting out-of-school youth,
- Use a single set of measures for youth, thus eliminating the need to track younger versus older youth, and
- Reduce labor intensive data collection and processing.

6. Waiver of the provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers.

Maryland was granted a waiver of the time limit on the period of initial eligibility of training providers provided at 20 CFR 663.530. Under the waiver, the State is allowed to postpone the determination of subsequent eligibility of training providers. The waiver also allows the State to provide an opportunity for training providers to re-enroll and be considered enrolled as initially eligible providers.

Impact: This waiver has allowed Maryland's training providers to continue to participate in the WIA program, alleviating providers strong concerns with the implementation of subsequent eligibility requirements such as confidentiality and excessive administrative burden and costs associated with tracking all students. Had this waiver not been approved, many providers would have felt compelled to remove themselves from participating in WIA, essentially denying the state the ability to continue to provide the broadest range of training options for its WIA participants

ARRA Youth Waivers

Maryland requested and received extensions for three waivers to enhance the flexibility of local areas to serve youth:

Revise the Requirements Regarding Competitive Selection of Providers of Youth Activities

This waiver was requested because the selection of providers of summer youth employment opportunities would be subject to the full competitive procurement requirement for WIA Youth services. These requirements would delay the awarding of grants and contracts, so that the summer program could not begin operating in a timely manner. The State sought the waiver to allow local areas to use local procedures to conduct expedited, limited competition to select service providers. The waiver was approved to allow the State develop and implement summer youth employment opportunities.

Waiver of Performance Measures for Youth Who Participate in Work Experience Only

The State had requested waiver of the common measures for out-of-school youth, ages 18-24, who participate in work experience that occurs outside of the summer months. This request was an attempt to address both late starting summer programs and individuals that need more extensive work experience.

Waiver of Certain Provisions to Provide Program Design Flexibility in Serving Out-of-School Youth who Participate in Work Experience Only

This waiver was requested to allow for design flexibility in terms of the 10 program elements for improving the educational and skill competencies of its youth participants. The waiver gives the State program design flexibility in serving out-of-school youth. In particular the requirement to provide a minimum of 12 months follow-up services was waived, if follow-up services were provided it was allowable to use of ARRA funds for follow-up, and the requirement of doing a full objective assessment and developing an ISS for work experience only participants was waived.

Impact: All three of the approved waivers resulted in Maryland having a very successful summer program. ARRA Summer work experience from May 1, 2009 to June 30, 2011 was provided to 5,096 participants; 99% of these youth completed the program with 88% attaining a work readiness skill. The rapid implementation of the program enabled the State to expend 100% of the ARRA Youth money available.

8.1.2 Common Measures

The State of Maryland requested, and was granted, continuation of the waiver to allow the State to replace the 17 WIA Title I performance measures (15 core and 2 customer satisfaction) measures with the common measures as outlined and clarified in TEGL 17-05. With the approval, Maryland is allowed to continue to report outcomes solely under the nine common measures for all required federal reports for the current program year and beyond. This allows Maryland to continue to report the common measures for programs under the Workforce Investment Act, the Wagner-Peyser Act, the Jobs for Veterans Act, and Trade Adjustment Assistance (TAA) programs. These nine common measures as outlined in the TEGL are: Entered Employment, Employment Retention, Average Earnings, Youth Placement in Employment or Education, Youth Attainment of a Degree or Certificate, and Youth Literacy and Numeracy Gains.

Maryland strives to simplify and streamline the performance accountability system for all stakeholders, and focus on workforce development. This focus results in job attainment, and retention, and reduced time and energy spent managing performance outcomes. This waiver supports Maryland's initiative to expand, attract and retain workers to meet the current and emerging needs of business. Maryland has moved from individual program measures to integrated services, and utilizes the simplified reporting of only Common Measures as the method of accomplishing the integration.

With approval of the waiver, the State is not required to, and has not negotiated performance level for, the following WIA measures: WIA Adult and Dislocated Worker Employment and Credential Rates, participant and employer customer satisfaction; older youth measures, and younger youth measures.

WIA Adult Program

The WIA Adult Program helps thousands of adult workers receive workforce preparation assistance. Local workforce investment programs help employers find skilled workers and assist workers to obtain employment and training activities. The Adult Program serves the broadest range of individuals, including Unemployment Insurance claimants, people with disabilities, public assistance recipients, veterans, and migrant seasonal farm workers.

Analysis

- The number of adults enrolled in the WIA Adult Program was relatively steady from PY 2009 to PY 2010
- The program also saw increased numbers of adults receiving training services

Summary of Maryland's - WIA Title I Performance

		Standard	State Perform.	% Standard
Performance Measure				
Entered Employment Rate	Adults	84%	76.8%	91.4%
	Dislocated Workers	91%	86.3%	94.9%
Retention Rate	Adults	84%	88.1%	104.9%
	Dislocated Workers	89%	91.4%	102.7%
Average Earnings	Adults	\$13,100	\$16,714	127.6%
	Dislocated Workers	\$16,585	\$19,693	118.7%
Youth Attainment of Degree or Certificate		66%	75.3%	114.1%
Youth Placement in Employment or Education		63%	73.7%	117.0%
Youth Literacy/Numeracy		65%	74.6%	114.8%

Performance

	= Exceeded Standard
	= Meeting Standard (at least 80% of standard)
	= Failing Standard (Performed below 80% of standard)

- 1,179 adults who were unemployed at participation obtained employment the quarter after exit
- The Adult Program met the Entered Employment Rate and exceeded the Employment Retention Rate and Six- Month Average Earnings goal for PY 2010
- The Employment Retention Rate for PY 2010 was 88.1 percent, which reflects an increase of 1.1 percentage points when compared to PY 2009
- At \$ 16,714, the Six-Month Average Earnings for PY 2010 was 127.6 percent of standard when compared to the negotiated goal of \$13,100

WIA Dislocated Worker Program

The WIA Dislocated Worker Program's intent is to quickly re-employ laid-off workers and increase their earnings by enhancing their occupational skills. The program also aims to increase the employment and retention of dislocated workers by increasing their work readiness, educational attainment, and occupational skills and by connecting them to jobs in demand.

Analysis

- 1,558 dislocated workers who were unemployed at participation and obtained employment the quarter after exit
- The Dislocated Worker Program met or exceeded all of its three performance goals for PY 2010
- The only performance measure that was below the negotiated goal was the Entered Employment Rate at 86.3 percent. This reflects an increase from the 85.0 percent rate achieved in PY 2009
- The Employment Retention Rate for PY 2010 was 91.4 percent, a slight increase from the previous year
- At \$ 19,693, the Six-Month Average Earnings measure was 118.7 percent of standard achieved above the negotiated goal of \$16,585

WIA Youth Program

The WIA Youth Program provides employment and education services to eligible low-income Youth, ages 14 to 21 who face barriers to employment. Service strategies, developed by Maryland's LWIB's, prepare youth for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves youth with disabilities, basic literacy skills deficient, school dropouts, pregnant or parenting, and homeless as well as others who may require additional assistance to complete an educational program or enter employment

Analysis

- During PY 2010, 2,302 youth were served in the year-round Youth Program.
- An additional 6890 youth were served with stimulus funds from May 1, 2009 through June 30, 2011. Of those:
 - 5,096 youth were placed in summer employment. 250 older youth, ages 18 to 24, were placed in work experiences outside of the summer months
- The Youth Program exceeded all performance goals for PY 2010
- The program achieved a 73.7 percent result for the Placement in Employment or Education Measure
- On the Attainment of a Degree or Certificate measure, the state achieved a result of 75.3 percent, which is 9.3 percentage points higher than the negotiated goal
- For the Literacy/Numeracy measure, Maryland achieved a result of 74.6 percent, which is above the negotiated goal of 65.0 percent

8.2 WIA Assurance Statement and Local Performance Tables

The State of Maryland assures the U.S. Department of Labor that all required elements of the PY 2010 WIA Annual Report have been reported accurately and uniformly to permit state-by-state comparisons across WIA programs. Additionally, the State assures DOL that the WIA Annual Report complies with the Act and federal regulations.

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84.0%	76.8%	1,179
			1,536
Employment Retention Rate	84.0%	88.1%	1,239
			1,406
Average Earnings	\$13,100	\$16,714	19,355,003
			1,158

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	58.3%	28	69.7%	76	49.2%	30	73.6%	128
		48		109		61		174
Employment Retention Rate	85.7%	24	82.8%	77	80.8%	42	90.1%	137
		28		93		52		152
Average Earnings	\$10,988	241,741	\$20,236	1,396,273	\$14,344	573,745	\$16,966	2,205,639
		22		69		40		130

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	78.9%	710 900	73.7%
Employment Retention Rate	88.2%	715 811	88.1%	524 595
Average Earnings	\$16,011	10,695,460 668	\$17,673	8,659,543 490

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	91.0%
Employment Retention Rate	89.0%	91.4%	1,222 1,337
Average Earnings	\$16,585	\$19,693	22,863,907 1,161

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	82.6%	109 132	76.9%	20 26	82.6%	266 322	75.0%
Employment Retention Rate	91.3%	94 103	96.0%	24 25	92.0%	208 226	80.0%	8 10
Average Earnings	\$21,318	1,875,997 88	\$15,287	366,899 24	\$17,928	3,567,725 199	\$12,797	102,372 8

Table G- Other Outcome Information for the Dislocated Workers Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	88.6%	918	83.2%	640
		1,036		769
Employment Retention Rate	92.1%	637	90.7%	585
		692		645
Average Earnings	\$19,214	11,586,045	\$20,211	11,277,862
		603		558

Table H.1 - Youth (14 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	63.0%	73.7%	535
			726
Attainment of Degree or Certificate	66.0%	75.3%	503
			668
Literacy or Numeracy Gains	65.0%	74.6%	197
			264

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	84.3%	1,130	\$3,181	3,909,098	1.7%	20	\$8,009	8,993,940	25.1%	178
		1,341		1,229		1,179		1,123		710
Dislocated Workers	89.0%	1,069	93.2%	20,345,124	1.4%	22	\$9,667	14,316,993	20.8%	191
		1,201		21,824,719		1,558		1,481		918

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	187,042	154,658
Total Adult (self-service <u>only</u>)	180,163	152,175
WIA Adult	184,007	153,604
WIA Dislocated Worker	4,034	1,522
Total Youth (14-21)	2,302	763
Out-of-School Youth	1,103	377
In-School Youth	1,199	386

Table N Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$9,133,187
Local Dislocated Workers		\$12,276,039
Local Youth		\$9,783,030
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$3,506,833
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$5,711,753
Statewide Allowable Activities WIA Section 134(a)(3)	Capacity Building	\$97,980
	Incumbent Worker Training	\$1,188,451
Total of All Federal Funding Listed Above		\$41,697,273

Table O - Local Performance

Table O - Local Performance			
Local Area Name Anne Arundel County	Total Participants Served	Adults	11,445
		Dislocated Workers	193
		Youth (14 - 21)	78
ETA Assigned # 24055	Total Exiters	Adults	9,117
		Dislocated Workers	68
		Youth (14 - 21)	18
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	87.2%
	Dislocated Workers	91.0%	85.7%
Retention Rates	Adults	84.0%	95.7%
	Dislocated Workers	89.0%	100.0%
Average Earnings	Adults	\$15,984	\$23,765
	Dislocated Workers	\$17,458	\$29,458
Placement in Employment or Education	Youth (14-21)	63.0%	62.5%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	94.1%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	77.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Baltimore City	Total Participants Served	Adults	28,671
		Dislocated Workers	398
		Youth (14 - 21)	359
ETA Assigned # 24060	Total Exiters	Adults	25,326
		Dislocated Workers	112
		Youth (14 - 21)	93
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	67.5%
	Dislocated Workers	91.0%	74.7%
Retention Rates	Adults	84.0%	83.9%
	Dislocated Workers	89.0%	89.9%
Average Earnings	Adults	\$11,205	\$12,807
	Dislocated Workers	\$13,578	\$15,518
Placement in Employment or Education	Youth (14-21)	63.0%	75.6%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	100.0%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	67.7%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))	NA		
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Baltimore County	Total Participants Served	Adults	20,866
		Dislocated Workers	719
		Youth (14 - 21)	325
ETA Assigned # 24010	Total Exiters	Adults	18,722
		Dislocated Workers	295
		Youth (14 - 21)	185
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	90.4%
	Dislocated Workers	91.0%	90.7%
Retention Rates	Adults	84.0%	93.2%
	Dislocated Workers	89.0%	86.4%
Average Earnings	Adults	\$15,701	\$18,965
	Dislocated Workers	\$16,976	\$19,349
Placement in Employment or Education	Youth (14-21)	63.0%	69.6%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	59.1%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	97.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Frederick County	Total Participants Served	Adults	6,012
		Dislocated Workers	390
		Youth (14 - 21)	41
ETA Assigned # 24015	Total Exiters	Adults	4433
		Dislocated Workers	101
		Youth (14 - 21)	8
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	85.7%
	Dislocated Workers	91.0%	93.1%
Retention Rates	Adults	84.0%	87.6%
	Dislocated Workers	89.0%	97.9%
Average Earnings	Adults	\$19,718	\$20,667
	Dislocated Workers	\$19,943	\$23,597
Placement in Employment or Education	Youth (14-21)	63.0%	88.2%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	70.6%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	50.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))	NA		
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Lower Shore Consortium	Total Participants Served	Adults	7710
		Dislocated Workers	33
		Youth (14 - 21)	225
ETA Assigned # 24035	Total Exiters	Adults	6,249
		Dislocated Workers	18
		Youth (14 - 21)	43
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	68.8%
	Dislocated Workers	91.0%	85.2%
Retention Rates	Adults	84.0%	90.7%
	Dislocated Workers	89.0%	96.0%
Average Earnings	Adults	\$9,602	\$9,852
	Dislocated Workers	\$12,931	\$15,489
Placement in Employment or Education	Youth (14-21)	63.0%	56.5%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	63.6%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	53.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
		X	

Table O - Local Performance

Local Area Name		Adults	10,897	
Mid-Maryland Consortium	Total Participants Served	Dislocated Workers	767	
		Youth (14 - 21)	40	
		ETA Assigned #	Adults	8,816
24065	Total Exiters	Dislocated Workers	428	
		Youth (14 - 21)	18	
		Reported Information		Negotiated Performance Level
Entered Employment Rates	Adults	84.0%	74.9%	
	Dislocated Workers	91.0%	77.5%	
Retention Rates	Adults	84.0%	87.6%	
	Dislocated Workers	89.0%	91.7%	
Average Earnings	Adults	\$15,768	\$19,966	
	Dislocated Workers	\$19,007	\$22,110	
Placement in Employment or Education	Youth (14-21)	63.0%	64.3%	
Attainment of Degree or Certificate	Youth (14-21)	66.0%	70.0%	
Literacy or Numeracy Gains	Youth (14-21)	65.0%	0.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

Table O - Local Performance

Table O - Local Performance			
Local Area Name Montgomery County	Total Participants Served	Adults	13,324
		Dislocated Workers	395
		Youth (14 - 21)	161
ETA Assigned # 24020	Total Exiters	Adults	12,010
		Dislocated Workers	54
		Youth (14 - 21)	66
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	90.0%
	Dislocated Workers	91.0%	94.3%
Retention Rates	Adults	84.0%	95.9%
	Dislocated Workers	89.0%	95.5%
Average Earnings	Adults	\$16,535	\$20,828
	Dislocated Workers	\$19,922	\$25,189
Placement in Employment or Education	Youth (14-21)	63.0%	60.7%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	65.8%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	44.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Prince George's County	Total Participants Served	Adults	18,154
		Dislocated Workers	296
		Youth (14 - 21)	348
ETA Assigned # 24025	Total Exiters	Adults	13,997
		Dislocated Workers	66
		Youth (14 - 21)	110
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	68.6%
	Dislocated Workers	91.0%	87.1%
Retention Rates	Adults	84.0%	83.8%
	Dislocated Workers	89.0%	93.0%
Average Earnings	Adults	\$13,970	\$14,003
	Dislocated Workers	\$17,905	\$28,943
Placement in Employment or Education	Youth (14-21)	63.0%	90.1%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	98.0%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	100.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))	NA		
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Southern Maryland Consortium	Total Participants Served	Adults	8,340
		Dislocated Workers	135
		Youth (14 - 21)	54
ETA Assigned # 24050	Total Exiters	Adults	6,839
		Dislocated Workers	44
		Youth (14 - 21)	2
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	90.5%
	Dislocated Workers	91.0%	92.5%
Retention Rates	Adults	84.0%	100.0%
	Dislocated Workers	89.0%	95.5%
Average Earnings	Adults	\$11,440	\$15,804
	Dislocated Workers	\$15,217	\$19,779
Placement in Employment or Education	Youth (14-21)	63.0%	0.0%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	0.0%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	0.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
		X	

Table O - Local Performance

Table O - Local Performance			
Local Area Name Susquehanna Region Consortium	Total Participants Served	Adults	8,216
		Dislocated Workers	210
		Youth (14 - 21)	154
ETA Assigned # 24045	Total Exiters	Adults	6,956
		Dislocated Workers	86
		Youth (14 - 21)	35
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	84.5%
	Dislocated Workers	91.0%	88.8%
Retention Rates	Adults	84.0%	92.7%
	Dislocated Workers	89.0%	94.2%
Average Earnings	Adults	\$14,746	\$16,262
	Dislocated Workers	\$16,337	\$16,840
Placement in Employment or Education	Youth (14-21)	63.0%	84.9%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	66.0%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	65.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))	NA		
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Upper Shore Consortium	Total Participants Served	Adults	6,243
		Dislocated Workers	233
		Youth (14 - 21)	198
ETA Assigned # 24040	Total Exiters	Adults	5,840
		Dislocated Workers	94
		Youth (14 - 21)	56
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	93.9%
	Dislocated Workers	91.0%	97.9%
Retention Rates	Adults	84.0%	81.1%
	Dislocated Workers	89.0%	88.9%
Average Earnings	Adults	\$11,065	\$8,867
	Dislocated Workers	\$12,883	\$11,538
Placement in Employment or Education	Youth (14-21)	63.0%	71.2%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	81.3%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	80.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))	NA		
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O - Local Performance

Table O - Local Performance			
Local Area Name Western Maryland Consortium	Total Participants Served	Adults	14,134
		Dislocated Workers	265
		Youth (14 - 21)	319
ETA Assigned # 24030	Total Exiters	Adults	11,418
		Dislocated Workers	156
		Youth (14 - 21)	129
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	80.5%
	Dislocated Workers	91.0%	91.6%
Retention Rates	Adults	84.0%	85.9%
	Dislocated Workers	89.0%	91.7%
Average Earnings	Adults	\$12,347	\$15,437
	Dislocated Workers	\$13,124	\$16,295
Placement in Employment or Education	Youth (14-21)	63.0%	73.5%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	85.5%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	76.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X